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Header 1

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 2020855

Procurement Type: Statewide MA (Open End)

Vendor ID: VS0000021964

Legal Name: Infostride, Inc.

Alias/DBA: Infostride, Inc.

Total Bid: \$2,365,563.20

Response Date: 09/21/2026

Response Time: 18:51

Responded By User ID: govt_infostride

First Name: Ritu

Last Name: Mangla

Email: govt@infostride.com

Phone: 5103051160

SO Doc Code: CRFQ

SO Dept: 0231

SO Doc ID: OOT2700000006

Published Date: 9/16/26

Close Date: 9/23/26

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 2020855
Solicitation Description: Addendum No 2 -Temporary Technical Staffing Services
Proc Type: Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2026-09-23 13:30	SR 0231 ESR09212600000002664	1

VENDOR
VS0000021964
Infostride, Inc.

Solicitation Number: CRFQ 0231 OOT2700000006
Total Bid: 2365563.200000000186264514923 **Response Date:** 2026-09-21 **Response Time:** 18:51:12
Comments:

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

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Senior Web Application Analyst	2080.0000	HOUR	83.740000	174179.20

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior Web Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	CRM Application Analyst	2080.0000	HOUR	72.860000	151548.80

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

CRM Application Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Senior SQL Server Database Administrator	2080.0000	HOUR	87.930000	182894.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Senior SQL Server Database Administrator

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Business Analyst	2080.0000	HOUR	68.470000	142417.60

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Business Analyst

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Learning Management System & eLearning Development Specialis	2080.0000	HOUR	65.170000	135553.60

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Learning Management System & eLearning Development Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Cloud Financial Operations Specialist	2080.0000	HOUR	76.880000	159910.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Financial Operations Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Cloud Architect	2080.0000	HOUR	101.230000	210558.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Architect

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Cloud Security Professional	2080.0000	HOUR	103.310000	214884.80

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:

Extended Description:

Cloud Security Professional

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Cloud Platform Engineer	2080.0000	HOUR	92.940000	193315.20

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Platform Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Cloud Network Engineer	2080.0000	HOUR	94.270000	196081.60

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Network Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Cloud Systems Management Engineer	2080.0000	HOUR	86.630000	180190.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Systems Management Engineer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Cloud Center of Excellence (CCOE) Implementation Spec	2080.0000	HOUR	99.180000	206294.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Cloud Center of Excellence (CCOE) Implementation Specialist

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Mainframe Systems Programmer	2080.0000	HOUR	104.680000	217734.40

Comm Code	Manufacturer	Specification	Model #
81110000			

Commodity Line Comments:**Extended Description:**

Mainframe Systems Programmer

Hours listed are estimates for evaluation purposes only and do not represent a guaranteed minimum or maximum. Actual usage may be more or less and is not guaranteed or implied.



STATE OF WEST VIRGINIA CRFQ

WEST VIRGINIA DEPARTMENT OF ADMINISTRATION – PURCHASING DIVISION

SOLICITATION NO. CRFQ 0231 OOT2700000006

TEMPORARY TECHNICAL STAFFING SERVICES

DUE DATE: SEPTEMBER 23, 2026

INFOSTRIDE PROPOSAL

SUBMITTED BY:

Ritu Mangla

Founder & CEO

InfoStride, Inc.

7000 N Mopac Expressway, Suite 200,
Austin, TX, 78731

Phone - 510-305-1160

Email - govt@infostride.com

COVER LETTER

September 21st, 2026

Toby L. Welch

Purchasing Division, Department of Administration

2019 Washington Street East, Charleston, WV 25305

Subject - **Proposal for CRFQ 0231 OOT2700000006 – Temporary Technical Staffing Services**

InfoStride, Inc., is pleased to submit this proposal for CRFQ 0231 OOT2700000006, Temporary Technical Staffing Services, in support of the West Virginia Office of Technology. WVOT's environment spans legacy mainframe to modern cloud architecture, and few partners can credibly staff across that entire spectrum - from Mainframe Systems Programmers to Cloud Architects, thirteen distinct disciplines in all. InfoStride can, backed by a recruiting operation built specifically for hard-to-find technical talent and a screening process that filters for public-sector readiness before a single candidate reaches WVOT's hiring team. More than filling seats, InfoStride delivers professionals who mentor, train, and transfer knowledge as they work, so WVOT's own technical capacity grows with every assignment and outlasts it.

Founded in 2014 and headquartered in Austin, Texas, InfoStride is a certified [Small Business Enterprise \(SBE\)](#), [Small Disadvantaged Business \(SDB\)](#), [Minority-Owned Business Enterprise \(MBE\)](#), & [Women-Owned Small Business \(WOSB\)](#) delivering IT Staffing, temporary staffing, staff augmentation, payroll administration, consulting, & operational support to government, municipalities, counties, cities, & cooperative purchasing organizations across US.

Company Name	InfoStride, Inc.
Company Type	S Corporation
Federal Tax ID	47-2730185
UEI Number	VUM6KVL57AF3
CAGE Code	8DU33
DUNS	080037822
GSA MAS Number	47QTCA23D00DK

WHY CHOOSE US?

- **Public-Sector Technical Staffing Experience:** More than [12 years](#) supporting government agencies with temporary staffing services, giving InfoStride experience working within public-sector environments.
- **Capacity for Open-End Staffing Needs:** A team of [230+](#) full-time professionals backed by [1,200+](#) consultants give InfoStride the workforce capacity to support WVOT as staffing needs increase, decrease, or change during the contract term.
- **Access to Specialized Technical Talent:** An active network of [850,000+](#) pre-screened professionals give InfoStride a broad candidate pool from which to source professionals with specialized technology skills required for WVOT assignments.
- **Recruitment for Specialized Positions:** InfoStride recruits against the specific qualifications of each requested position, screening candidates before submission to assess technical capability, relevant experience, and suitability for the assignment.
- **Process Maturity That Protects the Institution:** [CMMI Level 5](#), [ISO 9001:2015](#), and [ISO 27001:2013](#) certifications provide independently assessed controls for service quality, operational processes, and information security rather than relying solely on internal claims.
- **Assignment & Employee Management:** From candidate identification through onboarding and assignment completion, InfoStride manages the [employment administration](#) associated with temporary personnel while maintaining communication with the State and supporting placed professionals throughout their assignments.

» **Knowledge Transfer Through Each Assignment:** InfoStride recognizes that temporary technical personnel can contribute more than project capacity. Professionals are positioned to [share knowledge](#) and work practices with WVOT staff during their assignments, helping retain useful knowledge within the State when an assignment ends.

Our experience spans operational, administrative, technical, and business support services for federal, state, and local government organizations throughout the US. For more than 12 years, we have supported state agencies, counties, municipalities, transportation authorities, airports, utilities, & cooperative purchasing programs where workforce availability impacts public service delivery. Today, InfoStride manages 87 active government contracts supporting temporary staffing, workforce augmentation, IT staffing, consulting, & operational support services nationwide. Our public sector partnerships include the [U.S. House of Representatives](#), [states of Arizona](#), [Virginia](#), [West Virginia](#), [Texas](#), [Kansas](#), [California](#), [New York](#), [Pennsylvania](#), [Ohio](#), [Georgia](#), [North Carolina](#), [Colorado](#), [Indiana](#), & [Nevada](#). We have extensive experience supporting diverse workforce needs across public sector environments.

UNDERSTANDING OF WVOT'S REQUIREMENT

The West Virginia Office of Technology (WVOT) is seeking a staffing partner to provide qualified technical professionals on an open-end basis as staffing needs arise. The requirement covers 13 technical positions, ranging from web application, CRM, database, and business analysis roles to cloud architecture, security, engineering, CCOE implementation, and mainframe programming. InfoStride understands that WVOT needs more than candidate submissions—the right professionals must meet the technical requirements of each position and be available to support assignments for the duration requested by the State. Our approach focuses on sourcing, screening, placement, employment administration, and ongoing assignment support so WVOT can add specialized technical capacity when and where it is needed.

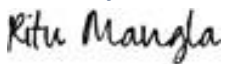
PRIMARY CONTACT INFORMATION

For day-to-day staffing requests under this contract, WVOT's primary point of contact will be Sandeep Singh, Account Manager, with escalations handled directly by Ritu Mangla.

Authorized Contact Person	Contact Phone Number	Contact Email Address
Ritu Mangla (Founder & CEO)	510-305-1160	govt@infostride.com
Sandeep Singh (Account Manager)	415-360-1705	sandeep.singh@infostride.com

We appreciate the Purchasing Division's consideration of our proposal and welcome the opportunity to support WVOT's mission with the accountability, responsiveness, and technical depth this contract demands. InfoStride confirms its acceptance of all terms and conditions set forth in the CRFQ and agrees to provide all required Insurance, documentation, information, certifications, and other materials requested by the State throughout the procurement and contract process.

Sincerely,



Ritu Mangla (Founder & CEO)

InfoStride, Inc.

Cell: 510-305-1160 | Email: ritu@infostride.com

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REQUIRED FORMS

DESIGNATED CONTACT

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.

(Printed Name and Title) Ritu Mangla

(Address) 7000 N Mopac Expressway, Suite 200, Austin, TX, 78731

(Phone Number) / (Fax Number) 510-305-1160

(email address) govt@infostride.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

InfoStride, Inc.
(Company)

Ritu Mangla
(Signature of Authorized Representative)

Ritu Mangla and Founder & CEO

510-305-1160
(Printed Name and Title of Authorized Representative) (Date)

govt@infostride.com
(Phone Number) (Fax Number)

(Email Address)

Revised 8/24/2023

ADDENDUM #1

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ OOT27*006

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)

☒ Addendum No. 1	☐ Addendum No. 6
☐ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ 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.

InfoStride, Inc.

Company

Ritu Mangla

Authorized Signature

September 14, 2026

Date

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

ADDENDUM #2

ADDENDUM ACKNOWLEDGEMENT FORM SOLICITATION NO.: CRFQ OOT27*006

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)

☒ Addendum No. 1	☐ Addendum No. 6
☒ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ 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.

InfoStride, Inc.

Company

Ritu Mangla

Authorized Signature

September 18, 2026

Date

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

Revised 6/8/2012

VENDOR QUALIFICATIONS

3.1 Technology Staffing Experience

InfoStride meets and exceeds the CRFQ's minimum five-year experience requirement. Since 2014, InfoStride has provided information technology staffing services to government and public-sector organizations. Supporting documentation demonstrating the company's years of operation is in **APPENDIX I - INCORPORATION CERTIFICATE**.

3.2 Demonstrated Technical Staffing Experience

InfoStride demonstrates its ability to provide personnel meeting the technical staffing requirements through the documented assignments listed below. The references cover individual placements within the applicable five-year period and identify the client organization, classification, and available client contact information. These records provide specific examples of InfoStride's prior delivery of technical professionals and give the State a basis for verifying the reported engagements.

Technical Classification	Client	Individual Staffed	Contact Information
Business Analyst	State of Michigan (Michigan Department of Correction DTMB MI DOC)	1	Name - Anna Alvarez Phone - 317-806-6182 Email - annaa@knowledgeservices.com
	State of IN (IOT)	1	Name - Karla Lunney Phone - 717-678 8985 Email - karla.lunney@cai.io
	State of South Carolina (SCDHHS)	1	Name - Lexi Hustedt Phone - 843-702-6706 Email - lexih@knowledgeservices.com
	State of North Carolina (NCDEQ)	1	Name - Anne Elliott Phone - 434-446-2569 Email - anne.elliott@cai.io
Mainframe Systems Programmer, Senior Web Application Analyst	TechniLabs	2	Name - Rohit C. Phone - 669 322 3838 Email - rohit@technilabs.com
Cloud Network Engineer, Cloud Platform Engineer	DeWinter Group (Elastic)	2	Name - Arnold Melgar Phone - (805) 603-1930 Email - amelgar@dewintergroup.com
Cloud Architect	State of Michigan (DTMB-Compute)	1	Name - Anna Alvarez Phone - 317-806-6182 Email - annaa@knowledgeservices.com
eLearning Development Specialist	Maris Consulting Group	1	Name - Nagu Kondajji Phone - 408.332.9245 Email - nkondajji@mariscg.com
Cloud Financial Operations Specialist, Cloud Security Professional	Navease	1	Name - Akhil Kumar Phone - (650) 640-3273 Email - akhil.kumar@navease.ai

COMPANY BACKGROUND

COMPANY INFORMATION

Company Name	InfoStride, Inc.
Company Type	S Corporation
Address	7000 N Mopac Expressway, Suite 200, Austin, TX, 78731
Contact Phone Number	510-305-1160
Contact Email Address	govt@infostride.com
Web Presence	www.infostride.com
Global Footprint	InfoStride has more than 11 different offices globally. We have presence in all 50 States of US through our network partners who can help us cater to any requirement in any given day.
Years in business	InfoStride has been operational since 2014, providing staffing and consulting services for over 12 years.
Number of Employees	Over 230 full-time professionals, supported by a network of over 1200 qualified consultants.
The core competency of the company	InfoStride supports federal agencies, state governments, municipalities, counties, cooperative purchasing organizations, educational institutions, and commercial clients through temporary staffing, temporary-to-hire, direct hire, contract staffing, staff augmentation, Statement of Work (SOW)-based consulting, payroll administration, and managed workforce solutions. We recruit across more than 600+ skill sets, helping clients meet both routine staffing needs and specialized workforce requirements across administrative, professional, technical, and operational functions.

COMPANY HISTORY

Back in 2014, a small, determined team set out with a big vision: to create a company that would redefine staffing and consulting services while championing diversity and operational excellence. This vision gave rise to InfoStride, a [certified Small Disadvantaged Business, Minority Owned Business Enterprise, and Women Owned Small Business](#), which has since grown into a trusted partner supporting organizations across the United States. InfoStride helps organizations meet changing workforce and technology needs by providing qualified professionals and specialized technical expertise. With more than a decade of experience, InfoStride delivers staffing and consulting services across public and commercial sectors.

From our early beginnings, InfoStride has steadily expanded its capabilities and reach. Today, InfoStride manages over [87+ active contracts](#) across Federal, State, Local, County, and Municipal departments and supports many organizations nationwide. Through these partnerships, InfoStride delivers skilled professionals across administrative, technical, and IT domains, supporting initiatives involving Temporary staffing, IT infrastructure operations, systems administration, data and application support, and program management.

InfoStride AT A GLANCE

Corporate Strength, Certifications & Global Delivery Capability



CERTIFICATIONS & PARTNESHIPS	
	Privately Held Company
	GSA MAS Contract Holder
	CMMI Level 5 Certified
	ISO 9001:2015 Certified
	ISO/IEC 27001:2013 Certified
	Microsoft Gold Partner (3 Competencies)
	AWS Consulting Partner
	WordPress VIP Partner
	IBM Business Partner
	WOSB – Women-Owned Small Business
	MBE – Minority Business Enterprise
	SBA Small Business Enterprise
	Small Disadvantaged Business

At InfoStride, quality is central to our work. As a [CMMI Level 5](#) organization, we follow mature processes that support consistency and continuous improvement. Our adherence to [ISO 9001:2015](#) for quality management and [ISO 27001:2013](#) for information security ensures that all activities are carried out with accuracy, control, and full compliance. We also apply [PMI best practices](#) across engagements to maintain clarity, precision, and accountability.

This foundation is reflected in our track record, including participation in multiple cooperative purchasing programs and recognition as a [Microsoft Gold-Certified Partner](#). InfoStride maintains a [100% compliance record](#), with [zero substantiated client complaints](#), and consistently strong fulfillment performance across a wide range of functional areas. For InfoStride, success is not measured only by numbers, but by the trust built with clients, the long-standing partnerships maintained, and the impact created through the work delivered.

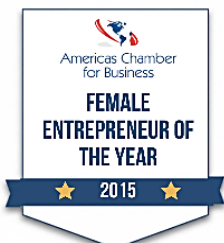
PROFESSIONAL CERTIFICATIONS, AND ACCREDITATIONS

We take pride in our reputation as a leading staffing, consulting and web development firm, supported by a strong portfolio of certifications, accreditations, and awards that reflect our commitment to excellence and diversity-

- Certified Women-Owned Small Business (WOSB) – WBENC certified, promoting gender diversity in business.
- Certified Minority Business Enterprise (MBE) – NMSDC certified, fostering inclusive and diverse business practices.
- Certified Small Business Enterprise (SBE) – SBA certified, offering agile and responsive staffing solutions.
- Certified Small Disadvantaged Business (SDB) – SBA certified, supporting growth & equity in underserved communities



AWARDS & RECOGNITIONS



OUR EXPERIENCE

InfoStride has a national presence supporting public-sector organizations across the United States, with staffing engagements spanning state agencies, county governments, higher education institutions, school districts, transportation organizations, and other government entities. Our work extends across multiple regions and public-sector environments, giving InfoStride experience supporting workforce needs across different organizational structures, locations, and technology environments.

Our **87+ active contracts** reflect an established public-sector presence, with engagements involving IT operations, systems administration, application support, technical services, workforce coordination, and other specialized staffing requirements. With access to **1,200+ skill sets**, InfoStride can source professionals across a broad range of technical and functional requirements while supporting staffing needs across different locations and public-sector environments.

At the federal level, InfoStride has supported organizations including the **U.S. House of Representatives**, **Executive Office of the President**, **Department of the Navy**, **U.S. Army Reserve**, **National Guard Bureau**, and **Naval Supply Systems Command**. These engagements involved providing qualified professionals for operational, technical, program, and workforce support while meeting applicable compliance, reporting, security, and service requirements.



InfoStride supports public-sector staffing programs across [Texas, California, South Carolina, New York, Connecticut, New Jersey, Maryland, Colorado, Florida, Kansas, Oklahoma, Washington, Iowa, Missouri, North Carolina, and other jurisdictions](#). This experience includes temporary staffing and specialized workforce support across multiple departments and operational environments. InfoStride also participates in cooperative purchasing programs including [Texas DIR, ESC Regions 1, 6, 10, 11, and 18, E&I Cooperative Services, OMNIA Partners, GoodBuy, and BuyBoard](#). These relationships provide public agencies with access to technical and professional staffing services through established cooperative purchasing vehicles.

InfoStride’s regional and local government experience includes [Harris County, Clark County, Williamson County, MHMR Tarrant County, Hennepin County, SUNY, CREC Connecticut, Texas City ISD, Richardson ISD, Pennsylvania State System of Higher Education \(PASSHE\), County of San Mateo, SMUD, Tampa International Airport, and Wayne County Airport Authority](#). These engagements have included staffing for IT professionals, analysts, project support personnel, systems and application support roles, finance and payroll functions, and other specialized positions supporting day-to-day public-sector operations.

Across these engagements, InfoStride has supported changing workforce demands, short-term coverage, project-based assignments, and longer-duration staffing needs. The experience includes work in compliance-sensitive environments where agencies require qualified personnel, clear communication, and ongoing assignment support. This background provides a strong foundation for supplying the specialized technical professionals required across the staffing positions covered by this solicitation. A list of InfoStride’s current active contracts is provided in **APPENDIX III– LIST OF ACTIVE CONTRACTS**.

EXPERIENCE ACROSS TECHNICAL CATEGORIES

InfoStride provides temporary technical staffing services across application development, systems analysis, database administration, business analysis, cloud operations, cybersecurity, infrastructure engineering, learning technology, and mainframe environments. Our experience includes providing technical professionals for project-based and as-needed assignments supporting application modernization, cloud initiatives, infrastructure operations, data management, enterprise systems, security functions, and technology implementation.

SERVICE CATEGORIES	State of MI	State of CA	State of AZ	DGS	DIR Texas	State of DE	State of NC	State of SC
Application Development & Web Technologies	✓	✓		✓	✓	✓	✓	
Application & Systems Analysis		✓	✓		✓		✓	
Database Administration & Data Management	✓	✓		✓	✓			✓
Business Analysis & Technology Consulting	✓	✓	✓	✓	✓	✓	✓	✓
Learning Technology & eLearning		✓		✓		✓	✓	
Cloud Architecture, Engineering & Operations		✓		✓	✓			
Cybersecurity & Cloud Security	✓	✓	✓	✓	✓		✓	✓
Mainframe Systems & Enterprise Computing		✓	✓	✓	✓	✓	✓	

Table: Our Experience of Performing Similar Services

ROLES WE HAVE SERVED

CLIENT	DURATION	DESCRIPTION OF SERVICES PROVIDED
Department Of Information Resources, Texas	October/20 – Present	Instructor Trainer, Project Manager, Project Lead, Program Manager, Business Analyst, Change Management Manager/Organizational Change Management (OCM), Process Improvement Manager, Customer Relationship Management (CRM), Technical Writer, Communication Coordinators, Agile Scrum Master, Agile Coach, Digital Marketing Analyst, Product Support Analyst, Data Analyst/Report Writer, Data Modeler, Data Scientist (Big Data Engineer), Business Intelligence Analyst, Business Continuity Analyst, IT Contract Manager, IT Contract Administrator/Technician, IT Procurement Technician, Systems Analyst, Data Security Analyst, Network Security Analyst, Digital Product Manager, DevOps Engineer, Applications Architect, Cloud Solutions Architect, Artificial Intelligence/Machine Learning Engineer, Developer/Programmer Analyst, Enterprise Architect, ERP Developer, Mobile Applications Developer, Software Engineer, Software Developer, Database Administrator, Front-End Web Developer/Web Designer, Web Developer, Senior Web Developer, Web Administrator, QA Engineer – Automated, QA/Test Manager, QA Associate/Analyst, Network Engineer, Wireless Network Engineer, Network Administrator, Telecommunications Manager, Telecommunications Technician, Network Operations Center (NOC) Technician, Security Administrator, Network Security Engineer, Information Security Manager, IT Auditor, Support Technician, Help Desk Technician, Site Reliability Engineer, Web Content Technician/Manager
Educational & Institutional Cooperative Services, Inc.	Feb/2024 – Present	Senior Web Application / Application Development: Software/Application Development, Programmers, Application Management and Maintenance. CRM / Business Analysis: Business/System Analysts, Project Managers/Governance Roles, Program Management. Database: Database Administrators. Cloud / Infrastructure: Network Administrators/Engineers. Learning / eLearning: Educational/Instructional roles. Related Roles: Accounting/Finance, Procurement, HR Support, Payroll Support, Administrative/Clerical, Marketing/Media, Allied Health, Behavioral Health, Clinical/Research, Support Staff/Light Industrial.
State Of Michigan	January/2020 – June/2025	Business Analyst: Cúram Business Analyst. Application / Systems Architecture: Cúram Architect, Cúram Developer/Programmer. Systems Management: IT Systems Administrator. Database / Data-related: Accounting Technician, Accounts Payable/Receivable, Documentation Specialist. Contract Administrator, Accountant I/II, Payroll Clerk, Purchasing Agent, Administrative Secretary, Administrative Aide, Senior Administrative Coordinator, Office Manager, Account Clerk, Bookkeeper, Procurement Assistant, Billing Clerk, Typist, File Clerk, Staff Assistant, School Secretary, Executive Assistant, Marketing Assistant, Inventory Clerk, Supply Clerk, Receptionist, Front Desk Manager, HR Assistant, HR Coordinator.
State Of North Carolina	January/2021 – September/2024	Business Analyst: Business Analyst, Business Analyst-related analytical roles, IT Project Manager. Project / Program Management: Project Lead, Program Manager, Operations Manager, Agile Scrum Master. Cybersecurity: Cybersecurity Analyst. Systems Management: Systems Administrator, IT Systems Administrator Analyst. Network Engineering: Network Engineer. Data / Analysis: Marketing Research, Marketing Research Analyst. Related Technology / Digital Roles: Digital Marketing Analyst, Digital Marketing Specialist, Content Creator/Copywriter, Graphic Designer, Editor, Brand Manager, Account Manager. Related Administrative / Finance / HR Roles: Documentation Specialist, Contract Administrator, Accountant I/II, Payroll Clerk, Purchasing Agent, Accounting Technician, Administrative Secretary, Administrative Aide, Senior Administrative Coordinator, Office Manager, Account Clerk, Procurement

CLIENT	DURATION	DESCRIPTION OF SERVICES PROVIDED
		Assistant, Billing Clerk, Typist, File Clerk, Staff Assistant, Executive Assistant, Inventory Clerk, Supply Clerk, Receptionist, Front Desk Manager, HR Generalist, HR Coordinator, Payroll Specialist.
 State Of Kansas	June/2020 – May/2025	Senior Web Application / Application Development: Applications Developer I/II/III, Application Support Technician, Systems Software Analyst I/II/III. Business Analyst: Business Analyst, Business Analyst and Tester, Project Analyst. Database Administration: Database Administrator I/II/III. Business Intelligence / Data: Data Scientist, Data Analyst, Business Intelligence Analyst, Data Architect. Cloud / Architecture: Technical Architect, Network Architect, Network Specialist, Information Systems Manager II. Cloud Security / Cybersecurity: IT Security Analyst, IT Security Engineer, IT Security Developer, Information Security Officer. Cloud Platform / Systems: Technology Support Consultant I/II/III, Systems Software Staff Consultant, Systems Software Supervisor, Technology Support Supervisor, Technology Support Technician I/II. Network Engineering: Network Control Technician I/II/III, Network Control Supervisor, Network Service Technician II/III. Systems / Operations: Computer Operations Manager, Computer Operations Supervisor, Computer Operations Facility Technician, Computer Operator II. Quality / Testing: Quality Assurance Analyst, Business Tester. Project / Management: Project Manager, Information Technology Manager. Finance / Related: Financial Analyst, Budget Analyst, Payroll Support, Equipment Planning Technician.
 State Of Indiana	January/2020 – Ongoing	Cloud Security / Cybersecurity: Cybersecurity Analyst, Data Security Analyst, Network Security Analyst, Security Administrator, Network Security Engineer, Information Security Manager, IT Auditor. Cloud / Network Engineering: Network Engineer, Network Security Analyst. Cloud Systems Management: Systems Administrator. Business / Project Management: Project Lead, Project Manager, Operations Manager. Related Roles: Contract Administrator, Accountant, Payroll Clerk, Accounting Technician, Office Manager, Administrative Secretary, Executive Assistant, Receptionist, Talent Acquisition Specialist, Employee Relations Manager, HR Coordinator, Payroll Specialist, Marketing Research Analyst, Content Creator/Copywriter, Account Manager, Graphic Designer, Editor, Digital Marketing Specialist.

SERVICE APPROACH

InfoStride's project plan covers the temporary technical staffing lifecycle from receipt of a WVOT or ordering agency staffing request through candidate identification, qualification, submission, placement, assignment support, and closeout. The approach is designed for the thirteen technical classifications covered by the CRFQ and supports staffing requests issued by State agencies throughout West Virginia.

InfoStride will maintain an active technical candidate pipeline and use position-specific screening to identify professionals who meet the mandatory qualifications in Section 4.1 and the requirements stated in each staffing request. **HIREStride>>** supports candidate records, recruiting activity, qualification reviews, availability, onboarding status, and assignment information throughout the process.

PHASE 1 – STAFFING REQUEST INTAKE & REQUIREMENT REVIEW

When WVOT or an authorized State agency issues a staffing request, InfoStride will review the position classification, required qualifications, assignment responsibilities, work location, schedule, anticipated start date, duration, work arrangement, and other information provided with the request.

The thirteen classifications covered by our recruiting model include:

- Senior Web Application Analyst
- CRM Application Analyst
- Senior SQL Server Database Administrator
- Business Analyst
- Learning Management System & eLearning Development Specialist
- Cloud Financial Operations Specialist
- Cloud Architect
- Cloud Security Professional
- Cloud Platform Engineer
- Cloud Network Engineer
- Cloud Systems Management Engineer
- CCOE Implementation Specialist
- Mainframe Systems Programmer

The job-specific requirements accompanying an individual staffing request will govern candidate selection. InfoStride will document the request in **HIREStride>>** and route it to the recruiting resources with the appropriate technical knowledge. Because staffing requests may originate from agencies anywhere in West Virginia, the recruiting process can support on-site, hybrid, or remote assignments according to the requirements established by the ordering agency.

PHASE 2 – POOL OF TECHNICAL CANDIDATES

InfoStride maintains a West Virginia candidate pool of **1,500+ professionals** with access to more than **1,200 technical skill** sets. The pool includes talent across application development, CRM, database administration, business analysis, learning technology, cloud architecture, cloud financial operations, cloud security, platform engineering, network engineering, systems management, CCOE implementation, and mainframe environments. Our broader recruiting network provides additional access to specialized professionals when a requested skill set is not immediately available within the active pool. Our recruiting teams maintain active candidate pipelines through existing candidate records, consultant relationships, professional networks, referrals, direct recruiting, technology-focused recruiting channels, job boards, community

resources, and targeted searches. Candidates may be re-engaged when their qualifications, availability, work location, and experience match a new staffing request.

Candidate availability and qualification information is maintained in **HIREStride>>** so recruiters can identify potential candidates based on the classification, technical requirements, experience level, location, work arrangement, and anticipated start date.

PHASE 3 – CANDIDATE SOURCING & IDENTIFICATION

InfoStride will begin candidate identification as soon as a staffing request is received. Recruiters will first review qualified and available professionals already maintained in the candidate pool, followed by targeted sourcing where additional candidates are needed.

For specialized technical requirements, recruiting teams will conduct focused searches for professionals with the specific technologies and experience requested by the State. Sources may include direct recruiter outreach, professional technology networks, referrals, external recruiting platforms, community and workforce resources, and existing consultant relationships.

The sourcing process will reflect the classification involved. Application roles may require experience with .NET, ASP.NET, C#, JavaScript, MVC, WCF, REST/SOAP, SQL Server, or related Microsoft technologies. Database roles may require SQL Server, T-SQL, SSIS, SSAS, backup and recovery experience. Cloud positions may require AWS, Azure, or GCP experience together with infrastructure, security, networking, automation, governance, or cost-management skills. Mainframe positions will be screened against the applicable z/OS, RACF, DB2, encryption, SAS, AFP, or other requirements stated for the classification.

PHASE 4 – SCREENING & QUALIFICATION

Before a candidate is submitted to the State, InfoStride will review the candidate against the mandatory requirements applicable to the requested classification.

The screening process will include -

- Resume and employment-history review
- Verification of required education, certifications, licenses, or credentials where applicable
- Review of required years and type of experience
- Technical skills evaluation based on the requested position
- Position-specific interviews conducted by recruiting staff and subject matter resources
- Availability, start-date, work-location, and work-arrangement confirmation
- Reference verification where required

InfoStride will use a candidate qualification matrix to compare the candidate's documented experience with the specific requirements of the staffing request. For example, Senior Web Application Analyst candidates will be reviewed for the required web development technologies; CRM Application Analyst candidates for Microsoft Dynamics and related application technologies; Senior SQL Server Database Administrators for SQL Server administration and database technologies; and Business Analysts for requirements analysis, JAD, SDLC, specifications, and related analytical capabilities. Cloud candidates will be reviewed against the technologies and experience applicable to the requested cloud classification, while CCOE Implementation Specialists and Mainframe Systems Programmers will receive screening specific to their respective requirements.

The Mainframe Systems Programmer review will specifically address the qualifications stated in Section 4.1, including the applicable RACF security administration and/or DB2 z/OS experience requirement.

For the Learning Management System & eLearning Development Specialist classification, InfoStride will review the candidate against the detailed qualifications established for that classification, including the applicable LMS and eLearning experience.

PHASE 5 – CANDIDATE PRESENTATION & QUALIFICATION DOCUMENTATION

Once screening is complete, InfoStride will present candidates who meet the requirements of the staffing request. Candidate submissions will include the information requested by the State and will clearly show how the proposed professional meets the applicable classification requirements. The candidate submission process will use the State's staffing-request requirements as the controlling source for qualification review. InfoStride will prepare resumes, qualification summaries, skills matrices, and other supporting documentation in the format requested for the individual staffing opportunity.

Candidate resumes and completes qualification documentation will be provided as part of the post-award staffing process in accordance with Section 4.2.4 and the applicable staffing request. InfoStride will confirm candidate interest and availability before submission and will coordinate interviews with the ordering agency when requested. Candidate information and submission activity will be recorded in **HIREStride>>**.

PHASE 6 – BACKGROUND CHECKS & ASSIGNMENT CLEARANCE

InfoStride will complete background and security screening required for the specific assignment, worksite, or ordering agency before the worker begins when such screening is required.

Screening may include criminal history reviews, employment verification, education verification, license or certification validation, reference checks, fingerprint-based screening, drug screening, motor vehicle record checks, or other agency-specific requirements.

InfoStride's existing screening process uses third-party providers such as HireRight and Go Background, with screening status maintained through **HIREStride>>** The level of screening will be based on the requirements stated by WVOT or the ordering agency rather than applying the same screening package to every classification.

PHASE 7 – PLACEMENT, ONBOARDING & ASSIGNMENT SUPPORT

After candidate selection and completion of applicable screening, InfoStride will confirm the worker's start date, complete employment and onboarding requirements, and communicate the reporting instructions provided by the State. The placed professional will remain an employee of InfoStride. InfoStride will handle employment administration associated with the temporary workforce, including payroll, applicable payroll taxes, workers' compensation, unemployment obligations, and other employer responsibilities.

The Account Manager will remain in communication with the ordering agency and assigned worker throughout the assignment. InfoStride will support schedule changes, assignment extensions, attendance matters, performance concerns, replacement needs, and other workforce issues that arise during the assignment.

Where State personnel and the assigned professional work together on technical activities, InfoStride can support knowledge transfer through documentation, technical walkthroughs, mentoring, demonstrations, and day-to-day collaboration based on the needs of the assignment.

PHASE 8 – TIMEKEEPING, ASSIGNMENT ADMINISTRATION & TRAVEL

InfoStride will follow the timekeeping and approval procedures established by WVOT or the ordering agency. Assignment records will identify the worker, classification, assignment dates, agency information, work location, approved hours, pay information, bill information, and other data required for contract administration.

Where travel is required for an assignment, applicable travel expenses will be included within the fully burdened hourly rate in accordance with the solicitation requirements. No separate travel charge will be added outside the applicable contracted rate. **HIREStride>>** will maintain assignment information and workforce records so that recruiting and account-management teams can track active assignments, staffing activity, candidate status, and assignment changes.

PHASE 9 – REPLACEMENT, CONTINUITY & CLOSEOUT

InfoStride will monitor active assignments through completion and communicate with the ordering agency regarding extensions, assignment changes, attendance concerns, performance matters, or replacement requirements. When a worker is unable to continue an assignment, InfoStride will begin replacement recruiting based on the qualifications, technology requirements, work location, schedule, and other conditions of the original staffing request. Previously screened candidates may be reconsidered where their current availability and qualifications remain suitable.

At assignment completion, InfoStride will confirm the final work date, complete the final timekeeping and employment administration activities, resolve outstanding assignment matters, and close the assignment record. Candidate records will remain available in the recruiting pool for future staffing requests when the professional remains qualified and available. This allows InfoStride to reuse verified recruiting information while continuing to perform the classification-specific review required for each new staffing request.

POOL OF PRE-VETTED CANDIDATES

InfoStride maintains a West Virginia candidate pool of **1,500+ professionals**, with access to talent across more than **1,200 technical skill sets**. The pool covers application development, database administration, business analysis, learning technology, cloud engineering, cloud security, infrastructure, and mainframe environments. Our national recruiting network further expands access to candidates for WVOT classifications and short-notice staffing requests.

Before submission, each candidate is reviewed against the applicable WVOT classification, including required experience, technical skills, certifications, availability, work location, and other position-specific qualifications. Recruiting teams draw candidates from active pipelines, targeted technology searches, referrals, and existing consultant relationships to support both planned and immediate staffing needs.

Staffing Category	Roles Supported	Candidate Pool	Rolling On-Bench Capacity	Years of Experience
Application Development & CRM	Senior Web Application Analyst, CRM Application Analyst, .NET Developer, ASP.NET Developer, C# Developer, Application Developer, Web Application Developer, CRM Developer, SharePoint Developer, Software Engineer, Full-Stack Developer, Application Support Specialist	250+	20–30	5–15
Database & Business Analysis	Senior SQL Server Database Administrator, SQL Server DBA, Database Administrator, SQL Developer, Database Analyst, Data Analyst,	250+	15–25	5–15

	Business Analyst, Systems Analyst, Requirements Analyst, Business Process Analyst, Data Modeling Specialist			
Learning & eLearning Technology	Learning Management System & eLearning Development Specialist, LMS Administrator, eLearning Developer, Instructional Technology Specialist, Learning Systems Analyst, Courseware Developer, Multimedia Learning Developer, Training Technology Specialist	150+	10–20	3–12
Cloud Architecture, FinOps & Governance	Cloud Financial Operations Specialist, Cloud Architect, FinOps Analyst, Cloud Solutions Architect, Cloud Strategy Specialist, Cloud Governance Specialist, Cloud Transformation Specialist, CCOE Implementation Specialist	150+	15–25	5–15
Cloud Security & Platform Engineering	Cloud Security Professional, Cloud Platform Engineer, DevSecOps Engineer, Cloud Security Engineer, Kubernetes Engineer, DevOps Engineer, Automation Engineer, Infrastructure Engineer, Cloud Operations Engineer	200+	20–30	5–15
Cloud Network & Systems Management	Cloud Network Engineer, Cloud Systems Management Engineer, Network Engineer, Cloud Infrastructure Engineer, Systems Engineer, Network Security Engineer, Cloud Operations Specialist, Systems Administrator, Monitoring & Observability Engineer	200+	15–25	5–15
Mainframe & Enterprise Systems	Mainframe Systems Programmer, z/OS Systems Programmer, Mainframe Systems Engineer, Mainframe Security Specialist, RACF Administrator, DB2 Specialist, Mainframe Database Administrator, Enterprise Systems Programmer	100+	10–15	5–20

MAJOR SKILLS & CERTIFICATIONS REPRESENTED ACROSS THE CANDIDATE POOL

Category	Major Skills	Relevant Certifications / Credentials
Application & Web Development	.NET, ASP.NET, C#, JavaScript, MVC, WCF, REST/SOAP, jQuery, SharePoint, application integration, software development	Microsoft Certified: Azure Developer, Microsoft Certified: .NET-related credentials, Scrum/Agile certifications
CRM & Enterprise Applications	Microsoft Dynamics CRM, CRM configuration/development, SQL Server, SharePoint, application support, workflow development	Microsoft Dynamics certifications, Microsoft Azure certifications, Scrum/Agile credentials
Database & Data	SQL Server, T-SQL, SSIS, SSAS, database administration, migration, backup/recovery, data modeling, performance management	Microsoft Certified: Azure Database Administrator, Microsoft SQL Server credentials, Microsoft Azure certifications
Business Analysis	Requirements analysis, process mapping, functional analysis, stakeholder interviews, documentation, systems analysis, reporting	CBAP, CCBA, PMI-PBA, Agile/Scrum certifications

Learning & eLearning	LMS administration, eLearning development, instructional technology, digital courseware, multimedia learning, learning platforms	Certified Professional in Talent Development (CPTD), LMS/platform-specific credentials, instructional design certifications
Cloud Financial Operations	AWS/Azure cost management, FinOps, cloud economics, usage analysis, rightsizing, cost reporting and optimization	FinOps Certified Practitioner, AWS certifications, Microsoft Azure certifications
Cloud Architecture	AWS, Azure, GCP, cloud architecture, migration, Terraform, Infrastructure as Code, enterprise cloud design	AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect Expert, Google Cloud Professional Cloud Architect, Terraform certifications
Cloud Security	IAM, encryption, cloud security architecture, DevSecOps, security controls, compliance, CI/CD security	CISSP, CCSP, AWS Security Specialty, Microsoft Certified: Azure Security Engineer Associate
Cloud Platform Engineering	Kubernetes, Docker, CI/CD, Terraform, Jenkins, GitLab, Azure DevOps, Python, Bash, PowerShell	AWS DevOps Engineer, Microsoft Certified: DevOps Engineer Expert, Certified Kubernetes Administrator (CKA), Terraform certification
Cloud Networking	VPC/VNet, VPN, routing, load balancing, firewalls, Direct Connect/ExpressRoute, network security	CCNA, CCNP, AWS Advanced Networking Specialty, Azure Network Engineer Associate
Cloud Systems Management	Cloud monitoring, logging, CloudWatch, Azure Monitor, Splunk, ELK, patch management, backup, DNS, SSO, automation	AWS SysOps Administrator, Microsoft Azure Administrator, ITIL, Linux certifications
CCOE & Cloud Governance	Cloud operating models, governance, transformation, adoption frameworks, program management, change management	PMP, AWS/Azure/GCP professional certifications, FinOps, ITIL, Scrum/Agile credentials
Mainframe & z/OS	IBM Z, z/OS, RACF, DB2, systems programming, security administration, encryption, database administration	IBM Z certifications, IBM z/OS credentials, RACF/security credentials, DB2 certifications

KNOWLEDGE TRANSFER

The assignment extends beyond the placement of technical personnel. InfoStride incorporates mentorship, technical training, and organized shadowing into each engagement so that contracted personnel can share technical knowledge with State personnel, support skill development, and leave behind useful knowledge that can be applied after the assignment.

Each professional placed under the CRFQ will be expected to identify the personnel who work with or will eventually assume responsibility for the area being supported. Knowledge transfer will then take place through day-to-day collaboration, technical walkthroughs, mentoring, job shadowing, documentation, demonstrations, and transition discussions. The level and frequency of these activities will depend on the assignment, its duration, the technology involved, and the State's direction.

This approach is particularly important for the range of technologies represented by the thirteen classifications. A Senior Web Application Analyst may be supporting .NET applications and web services, while a Senior SQL Server Database Administrator may be working with database migration and recovery procedures. Cloud specialists may be implementing infrastructure, security, networking, monitoring, or cost-management practices, while a Mainframe Systems Programmer may be working within an IBM z/OS environment involving RACF, DB2, and encryption. Knowledge transfer therefore focuses on the actual work being performed rather than applying the same training program to every resource.

KNOWLEDGE TRANSFER ACROSS THE ASSIGNMENT LIFECYCLE

Assignment Stage	InfoStride Activity	Knowledge Retained by the State
Initial Onboarding	The assigned professional reviews available system documentation, project materials, current processes, tools, and known issues with designated State personnel.	Understanding of the current environment and the responsibilities covered by the assignment.
First 30 Days	The professional identifies key processes, system components, dependencies, recurring issues, and areas where existing documentation may need clarification or expansion.	Current-state information that can be used by State personnel during ongoing operations.
Ongoing Assignment	State personnel participate in selected work activities through mentoring, job shadowing, technical demonstrations, work reviews, and walkthroughs of actual tickets, changes, requirements, or operational tasks.	Practical knowledge of how work is performed rather than only written instructions.
Knowledge Documentation	Applicable procedures, system information, troubleshooting steps, diagrams, requirements, configuration information, and lessons learned are documented using State-approved methods and repositories.	Reusable technical and operational reference material.
Milestone Reviews	The assigned resource and State personnel review completed transfer activities and identify remaining areas that require additional explanation or practice.	Visibility into areas where additional knowledge sharing may be useful.
Transition	The professional reviews current work, open items, documentation, recurring procedures, and responsibilities with the personnel designated by the State.	A practical handoff that supports continued work after the assignment concludes.

Knowledge Transfer

Build skills. Share expertise. Strengthen the State's long-term capability.



ROLE-SPECIFIC KNOWLEDGE TRANSFER

SENIOR WEB APPLICATION ANALYST

Knowledge transfer will cover application architecture, .NET and C# components, JavaScript, MVC, WCF, jQuery, database interaction, SOAP/REST services, SharePoint or TFS practices, application troubleshooting, testing, and deployment procedures applicable to the State environment. Pairing and code walkthroughs can allow State personnel to observe how changes are analyzed, developed, tested, and moved through the applicable process.

CRM APPLICATION ANALYST

The assigned professional will conduct walkthroughs covering Microsoft Dynamics CRM functionality, application configuration, ASP.NET and C# components, JavaScript, MVC/WCF, jQuery, SQL Server relationships, data modeling, troubleshooting, and applicable SharePoint/TFS processes. Documentation can capture configuration decisions and recurring support procedures.

SENIOR SQL SERVER DATABASE ADMINISTRATOR

Transfer activities will focus on SQL Server administration, T-SQL and stored procedures, database objects, backup and recovery, scripting, SSIS/SSAS activities, maintenance, and migration procedures. Where database migration is part of the assignment, the professional will walk State personnel through the applicable migration approach, scripts, testing steps, dependencies, and post-migration checks.

BUSINESS ANALYST

The resource will mentor State personnel through requirements elicitation, JAD sessions, stakeholder discussions, business and user needs analysis, solution evaluation, risk identification, functional and technical specifications, reporting requirements, and applicable SDLC activities. Working sessions will use actual requirements or business cases from the assignment so that the knowledge is directly connected to State operations.

LEARNING MANAGEMENT SYSTEM & ELEARNING DEVELOPMENT SPECIALIST

Knowledge sharing will address LMS administration, course configuration, user roles and permissions, course structures, assessments, troubleshooting, eLearning development tools, instructional design practices, and collaboration with subject

matter experts. The assigned specialist can demonstrate the process for creating or modifying learning content and maintaining the applicable LMS environment.

Cloud Financial Operations Specialist

Transfer will address cloud usage analysis, cost reporting, financial dashboards, resource utilization, right-sizing, Reserved Instances or Savings Plans where applicable, and cost-optimization practices within the State's cloud environment. The emphasis is on helping designated personnel understand how cloud consumption is analyzed and how cost information supports technology decisions.

Cloud Architect

The Cloud Architect will share knowledge related to AWS, Azure, or GCP architecture applicable to the assignment; migration approaches such as Rehost, Refactor, and Replatform; infrastructure design; architecture decisions; and Infrastructure as Code practices such as Terraform. Architecture walkthroughs will explain why particular design choices were made and how State personnel can maintain the resulting environment.

CLOUD SECURITY PROFESSIONAL

Knowledge transfer will focus on identity and access management, KMS, network security controls, security monitoring, cloud security architecture, automated auditing, NIST or other applicable frameworks, and DevSecOps practices. Security walkthroughs will help State personnel understand the controls implemented within the environment and the procedures used to review them.

CLOUD PLATFORM ENGINEER

The assigned professional will demonstrate cloud infrastructure administration, automation, Docker, Kubernetes, AKS/EKS, CI/CD pipelines, Git, Azure DevOps or Jenkins, scripting with Python/Bash/PowerShell, and Infrastructure as Code practices applicable to the assignment. Hands-on shadowing will allow State personnel to participate in selected deployment or automation activities.

CLOUD NETWORK ENGINEER

Knowledge transfer will cover VPC/VNET architecture, subnets, VPN connectivity, Direct Connect or ExpressRoute, load balancing, CDNs, cloud-native firewalls, NSGs, and network troubleshooting. Network diagrams and configuration walkthroughs will provide State personnel with a clear reference for ongoing administration.

CLOUD SYSTEMS MANAGEMENT ENGINEER

Transfer activities will include cloud monitoring, CloudWatch, Azure Monitor, Splunk or ELK where applicable, patch management, backup and recovery, high availability, DNS, Entra, SSO, and configuration-management tools such as Ansible, Chef, or Puppet. The assigned professional will document recurring operational procedures and demonstrate troubleshooting methods.

CLOUD CENTER OF EXCELLENCE (CCOE) IMPLEMENTATION SPECIALIST

Knowledge transfer will focus on cloud governance, enterprise adoption, cloud operating practices, organizational change, training, governance processes, and the development of repeatable cloud practices. Workshops and working sessions will help State personnel understand how governance decisions are translated into day-to-day cloud operations.

MAINFRAME SYSTEMS PROGRAMMER

For assignments involving the mainframe environment, knowledge transfer will cover applicable IBM z/OS administration, ISV upgrades and maintenance, RACF administration and security logging, DB2 subsystem activities, Pervasive Encryption,

operational procedures, and related reporting or printing processes. Attention is given to documenting procedures that may otherwise remain dependent on individual staff knowledge.

MENTORSHIP AND ORGANIZED SHADOWING

InfoStride's mentoring approach places State personnel alongside the technical professional during selected work activities. The purpose is not simply to observe the consultant, but to give designated personnel opportunities to understand and, where appropriate, perform portions of the work with guidance.

Depending on the assignment, shadowing may include:

- ✓ Reviewing a real technical issue from identification through resolution.
- ✓ Observing requirements analysis and stakeholder discussions.
- ✓ Participating in application design or code reviews.
- ✓ Walking through database administration or migration procedures.
- ✓ Reviewing cloud architecture and Infrastructure as Code.
- ✓ Participating in security-control reviews.
- ✓ Observing network troubleshooting and configuration activities.
- ✓ Reviewing monitoring, backup, recovery, or systems-management procedures.
- ✓ Participating in LMS configuration or eLearning development activities.
- ✓ Reviewing mainframe operational procedures.
- ✓ Discussing technical decisions and the factors considered before implementation.

Where appropriate, the assigned professional can then have the State employee perform a comparable task while providing guidance and answering questions. This creates an opportunity to move knowledge from observation into practical use.

TECHNICAL TRAINING AND KNOWLEDGE-SHARING SESSIONS

When the State requests formal training or a specific skill gap is identified, InfoStride can coordinate focused technical sessions around the technologies used in the assignment. Training can be delivered through instructor-led sessions, demonstrations, hands-on workshops, peer reviews, system walkthroughs, or small-group mentoring.

Examples include a Terraform infrastructure walkthrough for cloud personnel, an IAM policy review for security staff, a SQL Server administration session for database personnel, a Dynamics CRM configuration walkthrough for application staff, or a requirements workshop for business analysts. Training materials can include presentation materials, process guides, checklists, diagrams, examples, and other documentation appropriate to the assignment and permitted by the State.

DOCUMENTATION AND KNOWLEDGE REPOSITORY

Knowledge transfer is supported by documentation that State personnel can reference after the technical professional's assignment concludes. The type of documentation will depend on the work performed and may include:

- ✓ Application and system overviews
- ✓ Architecture and data-flow diagrams
- ✓ Configuration documentation
- ✓ Standard operating procedures
- ✓ Database administration procedures
- ✓ Backup and recovery procedures
- ✓ Deployment and release procedures
- ✓ Cloud operating procedures

- ✓ Network diagrams and connectivity information
- ✓ Security and access procedures
- ✓ Troubleshooting guides
- ✓ Requirements and functional documentation
- ✓ Testing procedures
- ✓ Known issues and applicable resolutions
- ✓ Lessons learned
- ✓ Open-item and transition information

InfoStride will use the State's approved repositories, templates, access controls, and documentation standards when provided. State information will be handled according to applicable confidentiality and security requirements.

TRANSITION AND HANDOFF

Knowledge transfer becomes particularly important as an assignment approaches completion. The Account Manager will work with the assigned professional and State contact to identify outstanding knowledge areas, documentation that needs to be completed, open work items, and personnel who will assume responsibility for the affected work.

The transition discussion can cover:

1. Work completed during the assignment.
2. Current work still in progress.
3. Open issues and known risks.
4. Recurring operational procedures.
5. System or application information documented during the assignment.
6. Tools and processes used during the work.
7. Outstanding technical questions.
8. Personnel responsible for continuing the work.
9. Location of approved documentation and reference materials.
10. Additional knowledge-sharing activities requested by the State.

This gives the State an opportunity to address remaining questions while the assigned professional is still available.

KNOWLEDGE TRANSFER DELIVERABLES

Depending on the assignment, InfoStride can provide the following knowledge-transfer outputs -

Deliverable	Application to the Assignment
Knowledge Transfer Plan	Identifies the technical subject areas, participants, methods, and timing for knowledge-sharing activities.
Mentoring / Shadowing Sessions	Gives State personnel practical exposure to the work being performed.
Technical Demonstrations	Explains systems, tools, configurations, development practices, or operational procedures.
Training Materials	Provides reusable reference material for applicable technical subjects.
Technical Documentation	Captures system, application, database, cloud, security, network, or mainframe information applicable to the assignment.
Process / Procedure Guides	Documents repeatable activities for future use.
Troubleshooting Guides	Records applicable diagnostic steps and resolutions for recurring issues.
Transition Package	Brings together documentation, open items, current work, and handoff information.

KNOWLEDGE RETENTION AND ASSIGNMENT CLOSEOUT

InfoStride will review knowledge-transfer activities as part of normal account management for applicable assignments. The review can identify sessions completed, documentation produced, personnel participating, and knowledge areas that may require additional attention. The measure of a successful transfer is not the number of training sessions conducted. It is whether the State's designated personnel have gained useful knowledge of the work performed during the assignment and have access to documentation and practical guidance needed to continue that work.

For this CRFQ, that means knowledge transfer will follow the technology involved in each placement—from .NET applications, Dynamics CRM, SQL Server, and business analysis through LMS/eLearning, cloud architecture, FinOps, security, platform engineering, networking, systems management, CCOE practices, and IBM z/OS mainframe operations. The result is a staffing engagement that delivers the required technical capability while also giving State personnel opportunities to build knowledge that remains useful after the individual assignment ends.

ACCOUNT MANAGEMENT

The proposed team brings together professionals responsible for contract management, project delivery, compliance, and financial administration. Their public-sector staffing experience supports day-to-day contract needs, with each team member available to support the State throughout the engagement.

Name	Role	Responsibility
Ritu Mangla	Account Director	Provides executive oversight, stakeholder coordination, and overall service direction
Sandeep Singh	Account Manager	Serves as primary point of contact and manages day-to-day staffing operations
Sandy Mario	Project Manager	Leads project coordination, manages timelines, participates in demonstrations and contract discussions, and oversees delivery activities. Will be available for on-site engagement as required
Deep Kumar	Contract and Compliance Manager	Manages compliance, documentation, and alignment with contractual and regulatory requirements
Surbhi	Finance and Accounts Manager	Manages invoicing, payroll coordination, and financial reporting activities

Together, the team provides clear ownership across contract administration, staffing operations, project coordination, compliance, and financial activities. Sandeep Singh manages day-to-day staffing requests and candidate coordination; Ritu Mangla provides executive oversight and handles escalations; Sandy Mario coordinates project activities and delivery timelines; Deep Kumar manages contract documentation and compliance requirements; and Surbhi oversees invoicing and financial administration. This division of responsibility gives the State a clear contact for each area of contract performance.

Ritu Mangla | PMP-Certified Project Leader | Account Director | 25+ Years Experience

Ritu Mangla brings more than 25 years of experience in executive management of public-sector programs and multi-agency contracts. She provides senior oversight for client relationships, contract governance, performance reviews, escalations, renewals, and planning. Her background includes managing contract portfolios, coordinating executive stakeholders, reviewing performance information, and guiding teams through contract changes and onboarding activities. She holds MBA degrees from the Kellogg School of Management at Northwestern University and Panjab University, along with credentials as a Project Management Professional (PMP), Agile Scrum Master, Certified Big Data Analyst, and DHS Certified Security Accessibility Engineer.

Sandeep Singh | Account Manager | 20+ Years Experience

Sandeep Singh has more than 20 years of experience in recruitment and account management, with a focus on taking staffing requests from initial intake through candidate placement. He manages requisition review, sourcing, candidate qualification, interview coordination, onboarding, assignment follow-up, and replacement requests. His experience includes high-volume recruiting, multi-state staffing delivery, ATS and job-board sourcing, and time-sensitive technical staffing requirements. He holds a B.E. in Computer Science Engineering and an MBA from MIT Pune.

Sandy Mario | Project Manager | 10+ Years Experience

Sandy Mario brings more than 10 years of project management experience supporting public-sector engagements. He coordinates staffing activities across schedules, resources, deliverables, risks, documentation, and stakeholder

communications. His responsibilities include coordinating internal teams, tracking assignment and project progress, preparing status information, and addressing issues that may affect delivery timelines. He holds a B.Tech in Computer Science and an MBA from MMU, with experience using Agile and Waterfall project practices in multi-agency environments.

Deep Kumar | Contracts & Compliance Manager | 7+ Years Experience

Deep Kumar specializes in contract administration and compliance for public-sector engagements. He manages contract documentation, supplier records, regulatory reviews, required certifications, diversity reporting, and audit documentation. He also works with internal teams on contract provisions, subcontractor requirements, and reporting obligations. He holds a B.S. in Computer Science and an MBA from Cornell University, with more than 7 years of experience supporting government procurement and supplier compliance programs.

Surbhi | Finance & Accounting Manager | 10+ Years Experience

Surbhi oversees financial administration for staffing contracts, with more than 10 years of experience in billing, payroll coordination, pricing, financial reporting, and audit support. She reviews invoices against contract requirements, tracks expenditures, supports rate and cost analysis, maintains financial records, and coordinates with delivery teams when billing questions arise. She holds a Bachelor of Arts degree and brings experience supporting financial controls and reporting for public-sector staffing engagements.

Detailed resumes for the proposed key personnel are provided in **APPENDIX IV – KEY PERSONNEL RESUMES**.

SAMPLE RESUME

James Anderson - Business Analyst

PROFESSIONAL SUMMARY

Business Analyst with 10+ years of experience supporting healthcare, insurance, financial services, pharmaceutical, and government systems. Experienced in business and systems analysis, requirements elicitation, application development, SDLC, JAD facilitation, functional and technical documentation, data analysis, reporting, data warehousing, UAT, risk analysis, and stakeholder engagement. Strong background translating business needs into developer-ready specifications, evaluating business systems and user requirements, developing solution options, supporting acceptance testing, and working with project managers, application analysts, database administrators, technical teams, and business users.

CORE COMPETENCIES

- Requirements gathering (BRD/FRS/URS)
- Business & Systems Analysis
- Requirements Elicitation
- Functional & Technical Requirements
- JAD Facilitation
- SDLC
- Gap & Risk Analysis
- Business Process Analysis
- UAT & Acceptance Testing
- Reporting & Data Warehousing
- Relational Databases
- Client-Server Applications
- Data Mapping & Validation

PROFESSIONAL EXPERIENCE

Business Systems Analyst | *LA Care Health Plan, Los Angeles, CA*

Jan 2021 – Present

- Gather, analyze, and document business and user requirements for Mainframe Claims Engine enhancements spanning Claims, Enrollment, Eligibility, and Plan business areas, translating operational needs into functional specifications and development-ready requirements.
- Facilitate requirements discussions with business stakeholders, subject matter experts, project managers, application teams, and technical resources to identify business rules, operational constraints, assumptions, and solution options.
- Author functional and technical JIRA requirements and acceptance criteria while leading gap analysis, risk identification, requirements validation, and solution reviews across enterprise claims applications.
- Lead UAT and acceptance testing for Care Management workflows and QNXT/FACETS claims migration initiatives; document results, report defects, coordinate retesting, and validate outcomes with business users.
- Review and analyze business systems and user needs across claims, enrollment and eligibility processes and translate findings into application changes supporting broader business strategies.
- Work with BI, reporting, and database teams on backend validation, relational data analysis, SQL-based testing, data mapping, and reporting requirements.
- Prepare business requirements, functional specifications, process documentation, workflow diagrams, and supporting technical materials for application development and enhancement initiatives.
- Communicate requirements, testing results, business issues, and technical findings with project managers, business analysts, database administrators, application developers, and business staff..

Business/Systems Analyst | *UST Global / Carenet Healthcare Services, San Antonio, TX*

Nov 2014 – Nov 2020

- Led requirements gathering and Fit-Gap analysis for HIPAA 5010 and ICD-9-to-ICD-10 conversion across FACETS claims, provider, and enrollment modules.
- Facilitated Agile requirements discussions, Sprint planning, user-story development, solution reviews, and stakeholder meetings while serving as Scrum Master for cross-functional application teams.
- Analyzed business processes, application behavior, data requirements, and user needs to develop functional specifications and solution options for enterprise claims platforms.
- Built HP ALM test plans and executed UAT for EDI transactions, documented test outcomes, reported issues, coordinated retesting, and maintained project-level testing documentation.

• BRD / FRS / URS • Use Cases & Process Flows • Stakeholder Communication TOOLS & TECHNOLOGIES • Claims Platforms: FACETS, QNXT, MMIS • EDI/HIPAA: X12 834/835/837/270/271/276/277/278, HIPAA 5010, ICD-10 • Agile/QA Tools: Rally, JIRA, HP ALM (Mercury Quality Center) • Data: SQL, SQL Loader, Crystal Reports, Erwin • Modeling: Rational Rose, Requisite Pro, MS Visio	• Partnered with BI and Data Warehouse teams on relational database validation, SQL-based testing, reporting requirements, data-quality analysis, and backend reconciliation. • Prepared SOX-compliant documentation, process flows, gap assessments, functional requirements, and project artifacts supporting application development and regulatory initiatives.. Business Analyst <i>CIGNA Healthcare, Greenwood Village, CO</i> <i>Jan 2014 – Nov 2014</i> • Gathered cross-functional business requirements for the Network Product Capabilities initiative and translated stakeholder needs into functional application requirements. • Supported HIPAA 5010 compliance migration activities by analyzing existing claims processes, evaluating system impacts, documenting requirements, and supporting testing activities. • Worked with business and technical teams to review application functionality, identify gaps, document business rules, and support implementation decisions. Systems/Business Analyst <i>PNC Bank's Healthcare Clearing House, Pittsburgh, PA</i> <i>Sep 2012 – Dec 2013</i> • Converted business requirements into Vision Documents, Use Cases, Business Process Flows, functional specifications, and developer-ready documentation for a major legacy modernization initiative. • Supported systems analysis and design for a FoxPro-to-J2EE clearinghouse conversion, reviewing user requirements, application behavior, data flows, and integration needs. • Worked with relational data and HIPAA EDI transactions to validate system functionality and support business and technical requirements.. Systems Analyst <i>Computer Science Corp, New York, NY</i> <i>Feb 2010 – Sep 2012</i> • Defined scope and developed FRS/URS documentation for NY Department of Health MMIS claims and eligibility processing. • Modeled Use Cases and Activity/State Chart Diagrams in Rational Rose to document As-Is and To-Be processes. • Participated in requirements analysis, systems design, acceptance testing, issue documentation, and application validation.. Business Analyst <i>Genentech Pharmaceuticals, San Francisco, CA</i> <i>Jun 2008 – Feb 2010</i> • Facilitated JAD sessions with SMEs and business partners to elicit requirements and develop Business Requirements Documents for pharmaceutical product-development systems. • Created business process flows, data mappings, functional documentation, and developer-ready requirements using Microsoft Visio. • Worked with business and technical stakeholders to analyze requirements, define system behavior, and document implementation needs..
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Miguel Valeriano - Cloud Architect

PROFESSIONAL SUMMARY

Cloud Architect / DevOps Lead with 16+ years of infrastructure, systems engineering, and cloud technology experience across FinTech, payments, insurance, and telecommunications. Experienced designing, implementing, and supporting AWS cloud architectures, container platforms, infrastructure-as-code, cloud migration programs, DevSecOps pipelines, enterprise networking, security controls, observability, and production environments. Strong background translating business and technical requirements into cloud architecture decisions and working with engineering, operations, security, and business stakeholders.

CORE COMPETENCIES

- Cloud Architecture
- AWS
- Azure
- GCP
- Cloud Migration
- Infrastructure as Code
- Terraform
- CloudFormation
- Kubernetes
- Docker
- EKS, ECS, CI/CD
- GitOps
- DevSecOps
- Microservices
- Cloud Security
- Observability
- Enterprise Architecture

TOOLS & TECHNOLOGIES

- Cloud: AWS (VPC, EKS, ECS, EC2, RDS, IAM, ELB, WAF,

PROFESSIONAL EXPERIENCE

Senior AWS DevOps Solution Architect / DevOps Specialist | Freddie Mac Dec 2025 – Present

- Lead the architecture and technical design of AWS cloud infrastructure supporting mortgage-finance workloads, applying AWS Well-Architected practices, DevSecOps controls, security architecture, and enterprise infrastructure standards.
- Design cloud solutions spanning compute, networking, identity, security, application platforms, and operational monitoring.
- Evaluate modernization approaches for enterprise applications and translate application requirements into scalable cloud architectures.

AWS DevOps Solution Architect | Boost Mobile (Telecom) Jul 2025 – Dec 2025

- Designed and deployed cloud infrastructure for 4G/5G core network functions using AWS EKS and EC2.
- Automated infrastructure provisioning and testing with Terraform, Ansible, and GitLab CI and developed Jenkins Shared Libraries for repeatable delivery workflows.
- Worked across infrastructure, networking, application, and security teams to resolve cloud architecture and deployment issues.

DevOps Lead / Solution Architect | Travelers (Insurance) Apr 2023 – June 2025

- Modernized legacy applications into containerized AWS-native architectures using EKS, Terraform, and GitOps, supporting application migration, replatforming, and cloud-native redesign activities.
- Designed and implemented cloud infrastructure supporting production workloads, automated deployments, high availability, monitoring, and security controls.
- Configured Prometheus, Grafana, CloudWatch, and OpenTelemetry for cloud observability and led production incident analysis and root-cause investigations.
- Implemented Blue/Green and Canary deployment strategies and integrated CIS and GuardDuty security monitoring into cloud platform operations.

AWS Cloud Architect / DevOps Lead | Definity First, Monterrey, MX (E-Commerce) Nov 2021 – March 2023

- Designed AWS microservices and Kubernetes infrastructure for a large online ticketing platform, including architecture for the Paris 2024 Olympics ticket-selling system.
- Developed cloud infrastructure using Terraform, Kubernetes, Jenkins, and GitLab CI across multiple environments.
- Supported application modernization, cloud migration, infrastructure automation, and architecture planning across development and production environments.

Route53), GCP, Digital Ocean - Containers: Kubernetes, Docker, Helm, ArgoCD - IaC/CI-CD: Terraform, CloudFormation, Jenkins, GitLab CI, GitHub Actions - Security: WAF, OWASP Top 10, CIS Benchmarks, Tenable Nessus, OpenSSL/ACM - Monitoring: Grafana, Prometheus, CloudWatch, Datadog, Dynatrace EDUCATION Bachelor's in computer science, Tecnológico Nacional de México, Campus Acapulco, 2007 CERTIFICATIONS - AWS Certified Solutions Architect – Associate - Certified Kubernetes Administrator (CKA) - Certified Kubernetes Application Developer (CKAD) - Kubernetes and Cloud Native Associate (KCNA) - Scrum Fundamentals Certified	AWS Cloud / DevOps Lead <i>Stellatech Mexico (Payment Aggregator / FinTech)</i> Oct 2019 – Nov 2021 - Designed AWS and DigitalOcean infrastructure for an online payment platform, supporting microservices, application workloads, security controls, and CI/CD automation. - Implemented Terraform-based infrastructure provisioning and multi-branch CI/CD pipelines supporting EKS deployments. - Developed cloud security controls using WAF, code review practices, access management, and PCI-related security requirements.. Operations Manager (Systems/Infrastructure Engineering) / Architect <i>Diestel, Mexico (Payment Processor)</i> Feb 2010 – Oct 2019 - Managed processing infrastructure supporting 30,000+ points of sale and developed the migration plan for moving on-premises systems into AWS. - Worked across infrastructure, engineering, database, and operations teams to plan migration activities, troubleshoot production issues, and design future-state infrastructure. - Supported enterprise systems architecture, capacity planning, service availability, and cloud adoption initiatives..
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Dilbert G. McSwain - Cloud Financial Operations (FinOps) Specialist

PROFESSIONAL SUMMARY

Cloud Engineer / Architect with 25+ years of infrastructure and technology experience and strong specialization in cloud financial operations, cost analysis, cloud optimization, infrastructure automation, and multi-cloud governance. Experienced across AWS, Azure, and GCP environments supporting enterprise, healthcare, financial, media, and federal workloads. Skilled in cloud usage analysis, financial reporting, cost dashboards, CloudHealth, infrastructure-as-code, cloud governance, and executive-level reporting.

CORE COMPETENCIES

- FinOps
- Cloud Cost Management
- Cloud Optimization, Cloud Usage Analysis
- Financial Dashboards
- Cost Reporting
- AWS, Azure
- GCP
- CloudHealth
- CloudWatch
- CloudTrail
- Terraform
- CDK
- CloudFormation
- Cost Governance
- Infrastructure Automation

TOOLS & TECHNOLOGIES

- Cloud: AWS, Azure, GCP
- IaC/CI-CD: Terraform, AWS CDK, Pulumi, CloudFormation, Ansible, GitHub Actions, Jenkins

PROFESSIONAL EXPERIENCE

Cloud Architect / DevOps Lead (L6) | Warner Music Group

Jul 2021 – Feb 2025

- Led development, implementation, and management of event- and policy-based FinOps automation across a global AWS technology estate, analyzing cloud consumption and identifying opportunities for cost control and infrastructure optimization.
- Built cost and usage dashboards using CloudWatch, CloudTrail, New Relic, Databricks, and CloudHealth for technology leadership and engineering teams.
- Developed cloud financial reporting and infrastructure analysis to connect resource consumption, application requirements, operational activity, and business priorities.
- Directed IaC delivery using CDK, Terraform, GitHub Actions, Pulumi, and Ansible across AWS and GCP environments.
- Worked with engineering teams to analyze cloud resource utilization, infrastructure demand, and opportunities for right-sizing and cost reduction.
- Authored standards and guidance for cloud infrastructure, automation, security, and operational management.

Lead Cloud / DevOps Engineer | Ventech Solutions (CMS)

Aug 2019 – Apr 2021

- Provided cloud infrastructure, FinOps, and DevSecOps guidance for CMS application teams operating AWS and Azure workloads.
- Performed infrastructure and cloud-usage analysis to identify cost, automation, security, and operational improvement opportunities.
- Developed Terraform, CDK, Python, and Ansible automation supporting cloud infrastructure deployment and management.
- Supported cloud cost and resource governance for environments handling sensitive personal and medical information.

AWS Solutions Architect / DevOps Lead (L5) | Smartronix (Fannie Mae)

Nov 2017 – Apr 2019

- Guided VMware-to-AWS migration activities and analyzed infrastructure requirements for cloud-hosted workloads.
- Worked with AWS services including SQS, SNS, S3, IAM, Service Catalog, and CloudFormation while supporting cloud architecture and infrastructure planning.

Cloud Engineer (Concurrent Contract) | NASA

Apr 2018 – Nov 2018

- Built event- and policy-based cloud cost-control automation supporting AWS Commercial and GovCloud environments.
- Developed AWS operating procedures and cloud-management practices for federal cloud migration activities.

Earlier Career

• FinOps/Monitoring: CloudHealth, CloudWatch, CloudTrail, New Relic, Databricks • Security: IAM, SSO/SAML/OIDC, MFA, RBAC, DAST/SAST (Snyk, Jit) • Scripting: Python, Go, Bash, PowerShell, Node.js EDUCATION Bachelor of Interdisciplinary Studies, Cybersecurity, University of Virginia, 2026 CERTIFICATIONS • AWS Certified Solutions Architect	• Cloud Engineer II (L5) — Amazon Web Services, Herndon, VA (<i>Mar 2017 – Nov 2017</i>) • Wintel/VMware SME (Contract) — Duke Energy, Charlotte, NC (<i>Jul 2016 – Feb 2017</i>) • Cloud Engineer — Physicians Choice Laboratory Services, Rock Hill, SC (<i>Apr 2016 – Jul 2016</i>) • Technical Lead, DevOps/Middleware Engineer — AIG, Charlotte, NC (<i>Feb 2015 – Mar 2016</i>) • Wintel/VMware SME (Contract) — IBM, Remote (<i>Jul 2015 – Jan 2016</i>) • Sr. Systems Integration Engineer — EXL, Remote (<i>Feb 2014 – Feb 2015</i>) • Sr. Systems Consultant (Contract) — Dell Computer, Remote (<i>Apr 2014 – Oct 2014</i>) • IT Operations Manager — M2 Systems, Maitland, FL (<i>Feb 2013 – Feb 2014</i>) • Sr. Systems Engineer (Contract) — Walt Disney World, Lake Buena Vista, FL (<i>May 2012 – May 2013</i>) • Systems Engineer (Contract) — Bank of America, Orlando, FL (<i>Oct 2011 – Mar 2012</i>) • Sr. Client Systems Engineer — Verizon Business (JetBlue Airlines), Orlando, FL (<i>Dec 2009 – Aug 2011</i>) • Independent Systems Consultant — Lockheed Martin, CNL Financial, IBM, Walt Disney World, Sage Software, Harcourt Publishing, AAA, FedEx, FL DOT — Greater Orlando, FL (<i>Jun 2002 – Dec 2009</i>) • Systems Administrator — Trendium, Sunrise, FL (<i>Feb 2002 – Jun 2002</i>) • Systems Administrator — Zesium AG, Munich, Germany (<i>Mar 2001 – Feb 2002</i>) • Network Technical Specialist — Dell Computer Corporation, Round Rock, TX (<i>Sep 2000 – Mar 2001</i>) • Combat Medic — United States Army, Active Duty (<i>Oct 1996 – Oct 2000</i>)
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Martin Baker - CRM Application Analyst

PROFESSIONAL SUMMARY

CRM Application Analyst with 12+ years of experience developing and customizing Microsoft Dynamics CRM, Dynamics 365, and Dynamics AX solutions. Strong background in enterprise CRM development, ASP.NET, .NET Framework, Visual Studio, C#, JavaScript, jQuery, ASP.NET MVC, WCF, REST/SOAP integrations, SQL Server, data design, application analysis, workflow development, reporting, data migration, and Microsoft enterprise platforms. Experienced across complete application lifecycles within Agile and Waterfall environments.

CORE COMPETENCIES

- Microsoft Dynamics CRM / Dynamics 365
- ASP.NET, .NET Framework
- Visual Studio
- ASP.NET MVC
- WCF
- C#, VB.NET
- JavaScript
- jQuery
- SQL Server
- Data Design
- Systems Analysis
- Application Design
- SharePoint
- TFS
- REST
- SOAP
- Power Platform

TOOLS & TECHNOLOGIES

- CRM/ERP: Dynamics 365 F&O, Dynamics AX

PROFESSIONAL EXPERIENCE

Lead Microsoft Dynamics 365 Developer / Facebook

Nov 2021 – Present

- Own full lifecycle development of Microsoft Dynamics 365 F&O solutions, including requirements analysis, application design, development, testing, deployment, Fit-Gap analysis, and business-process documentation.
- Develop Dynamics customizations using X++, C#, ASP.NET and JavaScript-based technologies across enterprise CRM and ERP workflows.
- Build data-migration frameworks for customer, vendor, fixed-asset, chart-of-accounts, and transactional data.
- Design and maintain integrations with enterprise applications and Microsoft platforms using web services and API technologies.
- Configure security roles, duties, privileges, workflow processes, and application components supporting controlled multi-user environments.

Principal Microsoft Dynamics AX Developer / Deloitte

Aug 2018 – Oct 2021

- Developed and customized Dynamics AX applications across tables, forms, classes, queries, reports, workflows, and business processes.
- Worked with ASP.NET, C#, JavaScript and Microsoft development tools to support enterprise application enhancements and integrations.
- Configured Enterprise Portal, role centers, Data Security Framework policies and Microsoft collaboration technologies.
- Performed application analysis and design for functional enhancements and worked with business teams to translate requirements into technical solutions.

Sr. Microsoft Dynamics AX Techno-Functional Consultant / Developer / Oracle

June 2016 – July 2018

- Delivered X++ development across Inventory Management, Accounts Receivable, Accounts Payable, and General Ledger modules.
- Supported application analysis, design, customization, testing, data requirements, and enhancement tracking.
- Worked with enterprise databases, reporting systems, integrations, and functional teams on application changes.

MS Dynamics CRM Developer / Uber

April 2014 – May 2016

- Customized Microsoft Dynamics CRM entities, forms, workflows, and JavaScript-driven form events to support business requirements.
- Developed client-side CRM functionality using JavaScript, jQuery and web technologies.
- Built Power Apps and Power Automate workflows and configured Dynamics CRM–NAV integration through Microsoft connectors.
- Supported SQL Server-based CRM data and enterprise integration requirements.

2012/2009, Dynamics CRM 2013 • Development: X++, C#, VB.NET, ASP.NET, ADO.NET, WCF, REST APIs • Reporting/BI: SSRS, SSIS, SSAS, Power BI • Client-side: HTML, JavaScript, CSS, jQuery, AJAX, Angular JS • Power Platform: Power Apps, Power Automate, Dynamics Portal	Jr. MS Dynamics Developer <i>Dell Technologies</i> <i>Jan 2010 – March 2014</i> • Developed SSRS reports and ETL packages for Dynamics CRM data integration using SQL Server and flat-file sources. • Configured Dynamics CRM customization and workflow tools and supported application analysis and business-rule development. • Developed ASP.NET and SOAP web services supporting customer-service records and CRM integration. • Worked with SQL Server, data structures, data validation, application troubleshooting, and enterprise reporting.
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Eva Mishra - Senior LMS Administrator | Learning Technology & Organizational Development Professional

PROFESSIONAL SUMMARY

Senior LMS Administrator and Learning Technology professional with 17+ years of experience across government, healthcare, higher education, consulting, technology, and enterprise learning environments. Experienced in LMS administration, LMS architecture, course structures, user roles and permissions, learner records, reporting, instructional design, eLearning development, training needs analysis, SME collaboration, SCORM/AICC/xAPI, assessments, LMS migrations, UAT, troubleshooting, and workplace learning. Strong background translating technical content into practical learning experiences for adult learners and organizational training programs.

CORE COMPETENCIES

- LMS Administration & Reporting
- LMS Architecture
- Course Management
- User Roles & Permissions
- eLearning Development
- Instructional Design
- Adult Learning
- Training Needs Analysis
- SME Collaboration
- Course Assessments
- SCORM
- AICC
- xAPI
- LMS Migration

PROFESSIONAL EXPERIENCE

Presentation & Instructional Designer – Learning and Development Lead /

Sparksoft Corporation (Customers: CMS, CDC)

June 2021 – Sep 2023

- Led instructional design and learning-content development for federal health-agency programs, translating technical and operational information from SMEs and program stakeholders into effective learning materials.
- Supported LMS learner records, training transcripts, enrollment, completion reporting, course administration, and workforce-readiness programs.
- Designed workplace learning materials, presentations, digital courses, assessments, and supporting documentation for adult learners.
- Collaborated with SMEs, IT teams, program leadership, and business stakeholders to define learning requirements and course outcomes.

Technical Learning and Development Specialist / Idea Entity (Customers: DoD,

DHHS)

May 2024 – Dec 2024

- Designed eLearning modules, video tutorials, digital adoption tools, and technical learning materials for federal clients using Figma, Power Apps, Microsoft tools, and other digital-learning technologies.
- Worked with technical SMEs to translate complex subject matter into learner-focused training content.
- Developed learning assessments, instructional materials, and digital resources supporting workforce adoption.

Training Analyst – Technology / Office of the Chief Technology Officer, DC

Dec 2023 – Feb 2024

- Assessed training needs across DC agencies and developed instructor-led, virtual, and hands-on learning programs for Microsoft Teams, SharePoint, and Power Automate.
- Maintained LMS learner records, enrollment data, completion reporting, and compliance-training information.
- Supported user adoption, workflow training, learning documentation, and stakeholder engagement.

Organizational Development Consultant / ASASA Property Management

Consultant

Sept 2019 – Jan 2021

- Diagnosed organizational learning needs and designed talent-development and workplace-training programs.

- UAT
- Learning Analytics

TOOLS & TECHNOLOGIES

- LMS/HCM Platforms, SharePoint Learning Repositories
- Authoring: Articulate Storyline, Rise 360, Adobe Creative Suite
- Microsoft 365 (Teams, SharePoint, Power Automate)
- Reporting & Dashboards, Learning Analytics

- Developed leadership-learning programs, training documentation, completion tracking, and workshop materials.
- Worked with organizational stakeholders to define learning objectives, training requirements, and participant outcomes..

LMS Business Analyst – Learning Management Systems Analyst | Cuboid IT

Solutions

Sept 2018 – Mar 2019

- Led LMS migrations and integrations involving data mapping, testing, validation, learner records, course structures, and system documentation.
- Supported LMS administration, system configuration, UAT, defect tracking, user support, and reporting.
- Deployed and supported SCORM, AICC, and xAPI learning content and validated course-delivery and completion-reporting integrity.
- Produced LMS administrator and end-user documentation covering system functions, workflows, permissions, and learning operations..

Human Resources Trainer – Learning Strategist | IQLogg

May 2019 – July 2019

- Delivered HR training programs and supported learning strategy initiatives for organizational workforce development.
- Developed training materials, workshops, and learning resources for employees and business stakeholders.

Founder and Trainer for International Students | KIIT Global / KIIT University,

Bhubaneswar, India

Dec 2014 – Jan 2021

- Designed ESL, Business English, TOEFL, and SAP learning programs for adult and professional learners.
- Developed curricula, learning materials, assessments, instructional resources, and learner-support processes.

Senior Corporate Trainer | Learning and Talent Development Manager | ASASA

Corporate Management Consultancy (P) Ltd.

July 2011 – Nov 2014

- Delivered corporate training programs covering new-hire orientation, ISO/CMMI, LMS/HCM/ERP, leadership, and workforce development.
- Developed training materials, instructor resources, participant assessments, and technical learning guides.
- Worked with SMEs and corporate clients to translate technical and operational subject matter into practical learning programs.

Corporate Trainer | Learning and Talent Development Specialist | SP Informatica

July 2009 – July 2011

	• Developed and maintained training manuals, technical guides, learning materials, and workplace training resources. • Supported adult learning programs and instructional-content development for corporate learners. Earlier Career • Graduate Assistant, Dean, Graduate School — Western Kentucky University, Kentucky, USA <i>(Sept 2017 – June 2018)</i> • Analyst Programmer — Syntel Ltd. (Customer: Daimler Trucks North America), Pune, India <i>(Aug 2007 – Apr 2009)</i> • Creative Director and Event Manager — Magnolia Events & Co. <i>(March 2025 – Present (concurrent venture))</i>
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Jose Gerardo Peredo Martinez - Senior Web Application Analyst

PROFESSIONAL SUMMARY

Senior .NET Full Stack Developer / Web Application Analyst with 20+ years of experience designing, developing, modernizing, and supporting dynamic database-driven enterprise web applications. Strong background in C#, ASP.NET, ASP.NET MVC, Visual Studio, JavaScript, jQuery, WCF, Web API, SOAP, REST, SQL Server, data modeling, application analysis, technical design, and full SDLC delivery. Experienced across government, healthcare, distribution, and enterprise environments.

CORE COMPETENCIES

- .NET Enterprise Applications
- ASP.NET
- ASP.NET MVC
- C#, Visual Studio
- JavaScript
- jQuery
- AJAX
- WCF
- Web API
- SOAP, REST
- SQL Server
- Data Modeling
- Systems Analysis
- Application Design
- SDLC
- Client-Side Architecture
- SharePoint
- Microsoft Development Environments

TOOLS & TECHNOLOGIES

- Languages/Frameworks: C#, VB.NET, ASP.NET, MVC, Entity Framework, ADO.NET
- Front-end: HTML, XML, AngularJS, Angular 2/4,

PROFESSIONAL EXPERIENCE

.NET Leader and Software Engineer | *Advantasure Inc.*

Sep 2019 – Present

- Lead development, modernization, testing, deployment, and production support for dynamic database-driven enterprise web applications using C#, ASP.NET, .NET Core/.NET 6, Visual Studio, JavaScript and SQL-based backend services.
- Design and develop application components using ASP.NET MVC, Web API, WCF, REST and SOAP services for enterprise application integration.
- Develop JavaScript and jQuery-based client functionality and support AJAX-driven interactions across web applications.
- Perform systems analysis, technical design, data analysis, and application troubleshooting for large claims-processing environments.
- Design and maintain SQL Server and PL/SQL components including stored procedures, SQL scripts, data validation processes, and database-driven application functionality.
- Prepare technical root-cause analysis and application documentation while supporting full SDLC activities from requirements through deployment and production support.

.NET Developer | *Mexico City Government*

May 2019 – Aug 2019

- Developed and maintained .NET web applications supporting municipal government operations using ASP.NET, C#, JavaScript, SQL-based data services, and enterprise application architecture.
- Supported application analysis, enhancement design, testing, defect resolution, and deployment through the SDLC.
- Developed database-driven web functionality and integrated application components with backend services.

.NET Full Stack Developer | *C&A Systems*

Sep 2018 – Apr 2019

- Delivered full-stack .NET development across frontend interfaces, backend application services, JavaScript components, database-driven functionality, and enterprise application workflows.
- Developed application services and integrations using web technologies and service-oriented application patterns.

IT Supervisor / .NET Developer | *Ingram Micro Mexico*

Sep 2012 – Jan 2017

- Supervised IT delivery while developing enterprise .NET applications supporting distribution and supply-chain operations.
- Designed and developed ASP.NET, C#, SQL Server, JavaScript and database-driven application components.
- Performed systems analysis, application design, troubleshooting, requirements review, and technical coordination for business applications.
- Supported application integrations and enterprise web-service interfaces.

Node.js, Bootstrap, JavaScript/jQuery • Data: SQL Server 6.5–2012 R2, PL/SQL, stored procedures/views/triggers • Platforms: IIS, Windows Server, Azure environments CERTIFICATIONS • Scrum Teamwork (2019) • PMBOK Guide (2019) • .NET Framework 4.x-to-.NET 6 upgrade training (2022)	.NET Software Architect <i>FH Soluciones SA de CV</i> <i>Jun 2011 – Sept 2012</i> • Architected multi-tier .NET applications using WinForms, VB.NET, C#, XML and database-backed application services. • Designed reusable application components, presentation layers, data-access functions, and enterprise application integrations. IT Manager and Design Supervisor (.NET Applications) — <i>Servicios Profesionales de Asesoría, S.C. (Oct 2009 – Apr 2011)</i> • Led .NET application development and design activities supporting enterprise business systems. • Analyzed application requirements, designed solution components, reviewed database needs, and supported development teams through implementation. Team Leader / Business Analyst / Programmer Analyst — <i>Desarrollo en Cuatro Consultores, S.C. (Apr 2002 – Oct 2009)</i> • Performed business and systems analysis, application design, programming, requirements review, and technical documentation for enterprise software projects. • Developed Microsoft-based application solutions and supported client requirements through design, development, testing, and deployment. High-End Instructor, Microsoft & IBM Technologies (Lotus Notes) — <i>KeD (formerly Kapellmann Education) (Nov 1999 – Mar 2002)</i> • Delivered advanced technical instruction covering Microsoft and enterprise technology platforms.
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Danturu Kapra - Senior SQL Server Database Administrator

PROFESSIONAL SUMMARY

Senior SQL Server Database Administrator with 10+ years of experience implementing, administering, migrating, and supporting Microsoft SQL Server environments across healthcare, manufacturing, analytics, and enterprise IT organizations. Strong background in SQL Server 2008+, T-SQL, stored procedures, database creation, database objects, DDL/DML scripting, SSIS, SSAS, ETL, high availability, clustering, backup and recovery, database migration, performance tuning, and disaster recovery.

CORE COMPETENCIES

- SQL Server Administration
- SQL Server 2008+
- T-SQL
- Stored Procedures
- DDL/DML
- Database Design
- Database Objects
- SQL Migration
- SSIS, SSAS
- DTS/ETL
- Backup & Recovery
- High Availability
- AlwaysOn
- Clustering
- Log Shipping
- Performance Tuning

TOOLS & TECHNOLOGIES

- Databases: SQL Server 7.0/2000/2005/2008

PROFESSIONAL EXPERIENCE

Sr. SQL Server DBA / Developer (Data Analytics) | *Centene Corporation, Sacramento, CA*

May 2017 – Present

- Administer and support SQL Server database environments across development, test, UAT, and production.
- Design and maintain SQL Server databases, primary database objects, stored procedures, views, scripts, and DDL/DML processes.
- Develop SSIS packages and database integration processes supporting enterprise analytics and data movement.
- Configure AlwaysOn Availability Groups with Windows Failover Clustering across production database environments.
- Support backup, recovery, log shipping, replication, disaster recovery, and high-availability operations.
- Perform SQL Server performance tuning, query optimization, troubleshooting, and database health monitoring.
- Work with business and project teams to gather database requirements and translate them into database design and technical solutions..

SQL Server DBA | *Johnson & Johnson (OCD), Raritan, NJ*

Jan 2016 – May 2017

- Migrated existing databases from Oracle to SQL Server 2008 and supported SQL Server database implementation and administration.
- Created and maintained SSIS packages, stored procedures, database objects, and data-integration processes.
- Developed backup and recovery scripts supporting full, differential, and transactional database backups.
- Supported database security using Windows and SQL authentication and worked within ITSM incident and change-management processes.

SQL Server DBA / Developer | *Virtusa, Hyderabad, India*

May 2015 – Dec 2015

- Designed SQL Server databases and ER diagrams using Rational Rose and ERwin.
- Developed database structures, relational models, DDL/DML scripts, and database objects.
- Built OLAP data-warehouse environments using Star and Snowflake schemas.
- Supported very large databases exceeding 4 TB and high-availability configurations using Active/Active and Active/Passive clustering.
- Supported database backup, recovery, replication, and disaster-recovery activities.

R2/2012/2014, Oracle, Sybase • ETL/BI: SSIS, SSRS, SSAS, Cognos • Modeling: Erwin, Rational Rose, T-SQL, DDL/DML • Platforms: Windows Server 2008/2012, SharePoint, ITSM	
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Anthony J. Marchetti - Cloud Network Engineer

PROFESSIONAL SUMMARY

Cloud Network Engineer with 11+ years of networking experience, including 6+ years specializing in AWS and Azure cloud networking. Experienced designing and managing VPCs/VNets, subnetting, VPN connectivity, Direct Connect, ExpressRoute, BGP/OSPF, load balancers, CDNs, cloud-native firewalls, NSGs, security groups, Transit Gateway, hybrid connectivity, and highly available enterprise networks.

CORE COMPETENCIES

- Cloud Networking: AWS VPC, Azure VNet, Transit Gateway
- Connectivity: Site-to-Site VPN, Direct Connect, ExpressRoute, BGP/OSPF
- Load Balancing & CDN: ALB/NLB, CloudFront, Azure Front Door
- Security: NSG, Security Groups, Palo Alto VM-Series, Cisco ASA
- Routing & Switching: Cisco IOS, VLANs, WAN Design
- Monitoring: CloudWatch, Azure Monitor, SolarWinds, Wireshark

CERTIFICATIONS

- CCNP Enterprise (Cisco)
- AWS Advanced Networking – Specialty
- Azure Network Engineer Associate (AZ-700)

PROFESSIONAL EXPERIENCE

Cloud Network Engineer | Palisade Systems Group, Charleston, WV April 2022 – Present

- Design and manage multi-account AWS network architecture using Transit Gateway, VPCs, subnets, routing tables, and hybrid connectivity.
- Designed a Transit Gateway architecture connecting 15 VPCs, on-premises data centers, and disaster-recovery sites.
- Established redundant Direct Connect and ExpressRoute circuits using dynamic BGP routing for highly available enterprise connectivity.
- Deploy and manage ALB/NLB, Azure Front Door, CloudFront, and CDN services supporting highly available application environments.
- Configure cloud-native firewalls, NSGs, security groups, and Palo Alto VM-Series appliances for network segmentation and workload protection.
- Support network architecture, troubleshooting, capacity planning, monitoring, and cloud migration activities.

Network Engineer II | Summit Health Network, Charleston, WV May 2018 – March 2022

- Designed Site-to-Site VPN connectivity between corporate data centers and AWS VPCs supporting clinical applications.
- Managed AWS VPC subnetting, route tables, security groups, connectivity, and network architecture across multiple cloud environments.
- Configured Cisco ASA, OSPF, BGP and enterprise routing for hybrid cloud connectivity.
- Implemented AWS Elastic Load Balancers supporting migrated patient-portal applications and highly available workloads.
- Supported cloud security controls, network segmentation, traffic management, and production troubleshooting.

Network Administrator | Coalfield Communications, Beckley, WV August 2014 – April 2018

- Administered Cisco routing and switching infrastructure across multiple field offices.
- Designed WAN connectivity, VLANs, network routing, and infrastructure support.
- Established the organization's first Site-to-Site VPN connection into AWS for a pilot cloud workload.
- Supported network security, connectivity troubleshooting, and enterprise network operations.

EDUCATION

Bachelor of Science, Network Engineering, Marshall University, 2013

Rachel M. Donovan - Cloud Platform Engineer

PROFESSIONAL SUMMARY

Cloud Platform Engineer with 7+ years of cloud and infrastructure engineering experience across state government and enterprise environments. Strong background in cloud infrastructure administration, automation, Docker, Kubernetes, EKS, AKS, Jenkins, GitLab CI, Azure DevOps, Terraform, Python, Bash, PowerShell, Ansible, Chef, monitoring, infrastructure provisioning, and platform operations.

CORE COMPETENCIES

- Cloud Platforms: AWS, Microsoft Azure
- Containers & Orchestration: Docker, Kubernetes, EKS, AKS, Helm
- CI/CD: Jenkins, GitLab CI, Azure DevOps, GitHub Actions
- IaC: Terraform, CloudFormation, ARM Templates
- Scripting: Python, Bash, PowerShell
- Monitoring: Prometheus, Grafana, CloudWatch, Azure Monitor

TOOLS & TECHNOLOGIES

- Configuration Management: Ansible, Chef

CERTIFICATIONS

- AWS DevOps Engineer – Professional
- CKA & Terraform Associate

PROFESSIONAL EXPERIENCE

Cloud Platform Engineer | Ridgeline Digital Services, Charleston, WV

January 2023 – Present

- Administer production AWS and Azure cloud infrastructure supporting 25+ containerized microservices across EKS and AKS Kubernetes environments.
- Manage namespace isolation, autoscaling, cluster resources, service configuration, deployments, and platform operations.
- Build and maintain Terraform modules for networking, compute, database, IAM, and supporting cloud resources across development, test, and production.
- Design Jenkins and Azure DevOps CI/CD pipelines supporting automated testing, deployment, release management, and container-image validation.
- Develop Python, Bash, and PowerShell automation for certificate renewal, platform operations, cost reporting, and recurring infrastructure tasks.
- Support monitoring and operational analysis using Prometheus, Grafana, CloudWatch, and Azure Monitor.

DevOps / Platform Engineer | Kestrel Analytics Group, Remote

July 2020 – December 2022

- Containerized legacy applications using Docker and Kubernetes and deployed workloads to an EKS-based multi-tenant SaaS platform.
- Developed reusable Terraform modules for VPC, IAM, RDS, compute, networking, and application-platform resources.
- Built GitLab CI pipelines integrating automated testing, image scanning, blue/green deployment, and release automation.
- Supported cloud infrastructure administration, automation, troubleshooting, monitoring, and deployment operations.
- Developed scripting and automation using Python and Bash for infrastructure and deployment workflows.

Systems Engineer | Blue Ridge Technology Partners, Morgantown, WV

June 2017 – June 2020

- Supported migration of internal applications from VMware environments to AWS EC2 and RDS.
- Administered systems and cloud infrastructure across Linux and Windows environments.
- Used Ansible playbooks to standardize server configuration, patching, and infrastructure administration.
- Supported cloud migration, infrastructure provisioning, operational troubleshooting, and platform maintenance.

EDUCATION

Bachelor of Science, Computer Science, West Virginia University, 2017

Gregory A. Simmons - Cloud Center of Excellence (CCOE) Implementation Specialist

PROFESSIONAL SUMMARY

CCOE Implementation Specialist with 10+ years of IT leadership and project-management experience, including 6+ years supporting enterprise cloud-transformation, governance, adoption, organizational-change, and workforce-development programs. Experienced establishing cloud governance models, developing enterprise cloud-adoption strategies, managing cloud transformation programs, creating staff training initiatives, and facilitating communication between IT operations, security, and business leadership.

CORE COMPETENCIES

- Cloud Center of Excellence
- Cloud Governance
- Cloud Adoption Strategy
- Cloud Transformation
- Organizational Change Management
- Cloud Training
- IT Program Management
- Project Management
- AWS Well-Architected
- Azure CAF
- ITIL 4
- COBIT
- Governance Boards
- Executive Communication

CERTIFICATIONS

- PMP
- AWS Cloud Practitioner / ITIL 4 Foundation

PROFESSIONAL EXPERIENCE

Cloud Center of Excellence Lead | *Statehouse Digital Transformation Office, Charleston, WV*

May 2021 – Present

- Established the organization's formal Cloud Center of Excellence and developed cloud governance, operating practices, adoption guidance, and landing-zone standards used across 12 agencies.
- Defined enterprise cloud governance policies covering provisioning, tagging, cost management, security guardrails, account structures, and cloud operating practices.
- Developed and supported enterprise cloud-adoption strategies that connected infrastructure, security, operations, and business priorities.
- Designed and delivered tiered cloud training programs for internal staff, training more than 400 employees to date.
- Led governance-board meetings and worked with executive leadership, IT operations, cybersecurity teams, application groups, and business stakeholders on cloud-transformation decisions.
- Supported organizational change activities associated with cloud adoption and developed internal learning programs to prepare staff for new cloud operating models.

Cloud Governance & Adoption Manager | *Blue Ridge Financial Group, Remote*

June 2018 – April 2021

- Developed the organization's cloud governance framework, including account structures, cost-allocation tagging, access workflows, security practices, and cloud operating policies.
- Managed a portfolio of cloud migration projects, coordinating application, infrastructure, security, and business teams through transformation activities.
- Developed cloud-adoption practices and governance processes for enterprise technology teams.
- Supported change-management activities associated with migration from traditional infrastructure to cloud environments.

IT Project Manager | *Allegheny Systems Consulting, Pittsburgh, PA*

July 2014 – May 2018

- Managed cross-functional infrastructure and application programs involving technical, operational, and business stakeholders.
- Coordinated an early cloud pilot initiative and contributed to later enterprise cloud strategy and adoption planning.
- Managed schedules, budgets, requirements, risks, stakeholder communications, and delivery activities across technology programs.

EDUCATION

- Master of Business Administration, Technology Management, West Virginia University, 2015

	• Bachelor of Science, Management Information Systems, West Virginia University, 2010
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Walter D. Higgins - Mainframe Systems Programmer

PROFESSIONAL SUMMARY

Mainframe Systems Programmer with 14+ years of Mainframe Systems Engineering experience, including 9+ years supporting IBM z/OS environments and Independent Software Vendor software upgrades and maintenance. Strong background in RACF administration, mainframe security logging, DB2 for z/OS subsystem support, DB2 migration and tuning, Mainframe Pervasive Encryption, JCL/REXX automation, SMP/E maintenance, JES2, LPAR management, and enterprise mainframe operations.

CORE COMPETENCIES

- Mainframe OS: IBM z/OS, JES2, SMP/E, LPAR Management
- Security (RACF): User Admin, Resource Profiles, Access Recertification
- Database: DB2 for z/OS Installation, Migration, Tuning
- Encryption & Compliance: Pervasive Encryption, SSA Compliance
- ISV Software: CA/Broadcom, BMC, IBM Tools
- Languages: JCL, REXX, COBOL, Assembler (working knowledge)

CERTIFICATIONS

- IBM Certified Systems Programmer – z/OS
- IBM DB2 for z/OS DBA
- RACF Admin Certificate

PROFESSIONAL EXPERIENCE

Mainframe Systems Programmer | *State Office of Technology, Charleston, WV* *September 2020 – Present*

- Provide IBM z/OS systems-programming support including IPLs, SMP/E maintenance, operating-system administration, and enterprise platform troubleshooting.
- Coordinate ISV software upgrades and maintenance involving CA/Broadcom, BMC, and IBM software products.
- Administer RACF across production LPARs, including user administration, access permissions, resource profiles, security logging, and audit remediation.
- Perform DB2 for z/OS subsystem support including version migration, subsystem installation, database maintenance, tuning, and operational support.
- Implement and manage Mainframe Pervasive Encryption for datasets and related mainframe resources in accordance with State security requirements.
- Develop JCL and REXX automation supporting batch operations, security reporting, maintenance processes, and operational workflows.
- Work with application, security, and operations teams to troubleshoot mainframe issues and resolve security and platform-management requirements.

Systems Programmer II | *Consolidated Data Services, Pittsburgh, PA* *April 2016 – August 2020*

- Supported IBM z/OS maintenance and PTF application through SMP/E processing in a shared multi-tenant mainframe environment.
- Administered RACF user IDs, resource profiles, access controls, and security settings.
- Assisted with DB2 subsystem maintenance including reorganizations, image copies, utility scheduling, and database operations.
- Supported system troubleshooting, batch operations, maintenance activities, and production issue resolution.

Mainframe Security Administrator | *Keystone Financial Services, Pittsburgh, PA* *June 2011 – March 2016*

- Administered RACF access control for core banking applications, including user provisioning, access requests, resource permissions, and periodic security recertification.
- Supported daily IBM z/OS batch operations and scheduling and investigated failed jobs with application teams.
- Supported mainframe security operations, access governance, audit activities, and operational troubleshooting.

EDUCATION

Bachelor of Science, Computer Science, Fairmont State University, 2011

Marcus A. Whitfield - Cloud Security Professional

PROFESSIONAL SUMMARY

Cloud Security Professional with 9+ years of Information Security experience, including 6+ years focused on AWS and Azure cloud security for government, healthcare, and enterprise environments. Experienced in IAM, cloud encryption, KMS, network security controls, NIST, HIPAA, SOC 2, FISMA, FedRAMP, DevSecOps, security automation, CI/CD security, cloud monitoring, SIEM, incident response, and automated compliance assessment.

CORE COMPETENCIES

- Cloud Security
- Information Security
- IAM
- RBAC
- SSO
- AWS IAM
- Azure Entra
- KMS
- Azure Key Vault
- NIST 800-53
- HIPAA
- SOC 2
- FISMA, FedRAMP
- DevSecOps
- SAST
- DAST
- Container Scanning
- GuardDuty
- Security Hub
- CloudTrail
- Splunk
- Security Automation

TOOLS & TECHNOLOGIES

- Scripting/IaC: Python, Bash, Terraform, CloudFormation

PROFESSIONAL EXPERIENCE

Cloud Security Engineer | Sterling Point Technologies, Remote March 2022 – Present

- Design and implement cloud security controls across 40+ AWS accounts, including least-privilege IAM policies, RBAC, identity governance, network security, logging, and security monitoring.
- Implement AWS KMS encryption for S3, RDS, and EBS environments with automated key rotation and supporting security controls.
- Configure NACLs, NSGs, security groups, and network controls to address security findings and strengthen cloud workload protection.
- Automate continuous security auditing against NIST 800-53 and HIPAA requirements using AWS Config, Security Hub, Lambda, and related services.
- Integrate SAST, DAST, and container-security scanning using Snyk and Trivy into GitHub Actions and Azure DevOps pipelines.
- Support SOC 2 evidence collection, incident response, cloud security assessments, and remediation of security findings across enterprise cloud environments.

Information Security Analyst – Cloud Security | Meridian Health Systems, Baltimore, MD June 2019 – February 2022

- Performed security architecture reviews for new AWS and cloud workloads, evaluating IAM, encryption, network controls, logging, and access-management requirements.
- Configured CloudTrail and GuardDuty to support HIPAA security monitoring and audit trails.
- Developed cloud-security runbooks and incident-response procedures and worked with engineering teams to resolve cloud security issues before production deployment.

Security Engineer | Vantage Federal Solutions, Reston, VA August 2016 – May 2019

- Designed IAM role structures, MFA policies, and access controls for GovCloud workloads.
- Supported FISMA authorization documentation, security assessments, cloud workload hardening, and security monitoring.

EDUCATION

Bachelor of Science, Information Technology (Cybersecurity Concentration), George Mason University, 2016

CERTIFICATIONS

- CISSP
- AWS Security – Specialty
- Azure Security Engineer (AZ-500)
- Cloud Security Knowledge (CCSK)

Priya K. Raman - Cloud Systems Management Engineer

PROFESSIONAL SUMMARY

Cloud Systems Management Engineer with 8+ years of systems administration experience, including 5+ years supporting AWS and Azure cloud environments. Experienced in cloud monitoring and logging, patch management, backup and recovery, disaster recovery, high availability, DNS, Entra ID, SSO, configuration management, Linux and Windows administration, cloud infrastructure operations, and systems troubleshooting.

CORE COMPETENCIES

- Systems Administration: AWS EC2, Azure VMs, Linux, Windows Server
- Monitoring: CloudWatch, Azure Monitor, Splunk, ELK Stack
- Patch & Backup Management: DR Testing, High Availability
- DNS & Identity: Route 53, Azure DNS, Entra ID, SSO
- Configuration Management: Ansible, Puppet, Chef
- Cloud Platforms: AWS, Microsoft Azure

EDUCATION

Bachelor of Science, Information Systems, Marshall University, 2015

CERTIFICATIONS

- AWS Certified SysOps Administrator – Associate
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Red Hat Certified System Administrator (RHCSA)

PROFESSIONAL EXPERIENCE

Cloud Systems Management Engineer | *Kanawha Digital Services, Charleston, WV*
February 2022 – Present

- Administer cloud-hosted Linux and Windows infrastructure across AWS and Azure environments, including more than 200 production instances.
- Manage patching, configuration, availability, backup, recovery, monitoring, and operational support for cloud systems.
- Built centralized monitoring and logging using CloudWatch, Azure Monitor, and Splunk to identify performance and availability issues.
- Designed and tested backup and disaster-recovery procedures for critical databases and configured high-availability clusters and Auto Scaling Groups.
- Administer Route 53 and Azure DNS zones and support Entra ID and SSO integrations, including identity and access requirements.
- Use configuration-management and automation tools to standardize system administration and recurring operational tasks.

Systems Administrator – Cloud Operations | *Tygart Valley Health System, Elkins, WV*

March 2019 – January 2022

- Monitored EC2, RDS, storage, and cloud-hosted infrastructure and resolved system-performance issues across production environments.
- Implemented automated nightly backups and restore testing for patient-record database systems.
- Supported cloud operations, systems monitoring, patching, infrastructure troubleshooting, and disaster-recovery activities.
- Worked with application and infrastructure teams on cloud-hosted system availability and operational support..

IT Systems Administrator | *Foothills Manufacturing, Huntington, WV*

August 2015 – February 2019

- Administered Active Directory, DNS, DHCP, Windows infrastructure, and enterprise systems for a 300-user environment.
- Migrated on-premises backup targets to a cloud-based backup platform and supported recovery operations.
- Managed system configuration, patching, user access, infrastructure troubleshooting, and enterprise systems administration.

APPENDICES

APPENDIX I- BUSINESS DIVERSITY CERTIFICATIONS

WBE CERTIFICATION

WBENC

WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

HEREBY GRANTS WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO

InfoStride, Inc.

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at www.sba.gov/wosb.

The WOSB Certification expires on the date herein unless there is a change to the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its contracting officials.

Majority Female Owner: Ritu Mangla

NAICS: 541511, 541512, 561320, 561330, 611420

UNSPSC: 43230000, 43231505, 43232107, 43232400, 43232404, 43232406, 43232408, 80101507, 80111604, 80111716

Certification Number: WOSB201447

Renewal Date: August 31, 2027

WOSB Regulation Expiration Date: 8/31/2029



Bliss Coulter

Bliss Coulter, Women's Business Center
President

Jill Sasso

Jill Sasso, WBENC Chief Operating Officer

LaKesha White

LaKesha White, Sr. Vice President, Certification

MBE CERTIFICATION

Certificate Number WR666883	 NMSDC	Advancing Economic Impact Together
This certificate attests that the below mentioned company is an NMSDC-Certified Minority Business Enterprise(MBE)		
InfoStride, Inc		
02-05-2026 Issuance Date		541511,541512 NAICS Codes
02-28-2027 Expiration Date	Donald R. Cravins, Jr. President and CEO NMSDC	81111600,80151605 UNSPSC Codes
Regional Affiliate: Southwest MSDC		

SMALL BUSINESS CERTIFICATION

Contract #:	47QTCA23D00DK	Socio-Economic :	Small Business
Contractor:	INFOSTRIDE, INC		Women-Owned Small Business
Address:	3031 TISCH WAY STE 110PW SAN JOSE, CA 95128-2584		SBA-Certified Women-Owned Small Business
Phone:	415-360-1700		SBA Certified Small Disadvantaged Business
E-Mail:	ritu@infostride.com	Current Option Period End Date :	Sep 5, 2028
Web Address:	http://www.infostride.com	Ultimate Contract End Date :	Sep 5, 2043
SAM UEI:	VUM6KVL57AF3		
NAICS:	541511		

WOSB CERTIFICATION



WBENC
WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

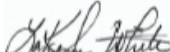
JOIN FORCES. SUCCEED TOGETHER.

**HEREBY GRANTS
WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO**

InfoStride, Inc.

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at www.sba.gov/wosb.

The WOSB Certification expires on the date herein unless there is a change to the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its contracting officials.

Majority Female Owner: Ritu Mangla		 Bliss Coulter, Women's Business Center President
NAICS: 541511, 541512, 561320, 561330, 611420 UNSPSC: 43230000, 43231505, 43232107, 43232400, 43232404, 43232406, 43232408, 80101507, 80111604, 80111716		 Jill Sasso, WBENC Chief Operating Officer
Certification Number: WOSB201447		 LaKesha White, Sr. Vice President, Certification
Renewal Date: August 31, 2027		
WOSB Regulation Expiration Date: 8/31/2029		

APPENDIX II— LIST OF ACTIVE CONTRACTS

Type	Client Name	Service Offered
Federal Contracts	✓ US House of Representatives	IT Consulting Services
	✓ US Department of State	IT Professional Services
	✓ US Department of Defense	IT Professional Services
	✓ GSA MAS	IT Professional Services
Co-Operative Contracts	✓ Texas Department of Information Resources	IT Staff Augmentation Services
	✓ TxDot	On Call Consulting Services
	✓ State of Utah	IT Professional Services
	✓ E&I Cooperative Services	IT Professional Services
	✓ BuyBoard Cooperative	Temporary Personnel Staffing & Workforce Management Service
	✓ GoodBuy	Staffing/HR Services
	✓ ESC Region 1	Professional Consulting Services
	✓ ESC EPIC 6	Technology Solutions and Services
	✓ ESC Equalis Group Region 10	Staffing Services and Related Solutions
	✓ ESC Region 11	Professional Development & Educational Services
	✓ ESC Region 11	Payroll Services For 3rd Party Reviewers
State & Local Contracts	✓ ESC Region 18	ESC Purchasing Cooperative
	✓ State of California	IT Staff Augmentation Services
	✓ State of Kansas	IT Professional Services
	✓ State of Oregon	IT Professional Services
	✓ State of Georgia	IT Professional Services
	✓ Georgia Department of Community Affairs	Website Design and Development Services
	✓ State of Colorado	IT Professional Services
	✓ State of Missouri	Temporary Clerical and Laborer Personnel Services - Statewide QVL
	✓ State of Missouri	Payroll Services For The DYS Jobs Program
	✓ State of Delaware	IT Staff Augmentation Services
	✓ State of North Carolina	IT Staff Augmentation Services
	✓ State of Oklahoma	Temporary Staffing
	✓ State of Maryland	Consulting and Technical Services (CATS)
	✓ State of South Carolina	IT Consulting Services
	✓ State of Arkansas	IT Consulting Services
	✓ State of Iowa	IT Consulting Services
	✓ District of Columbia	IT Staff Augmentation Services
	✓ State of Connecticut	IT Staff Augmentation Services
	✓ State of New Jersey	IT Staff Augmentation Services
	✓ Maryland Judiciary	IT Staff Augmentation Services
	✓ Harris County	Election Poll Worker Management Solution for the Harris County Clerk's Office

✓ Clark County	IT Staff Augmentation Services
✓ Hennepin County	IT Staff Augmentation Services
✓ SMUD	IT Multiple Award Task Order
✓ Georgia Tech University	Enterprise Web Development Services
✓ North Central Texas Council of Governments	IT Professional Services
✓ Pennsylvania State System of Higher Education	IT Professional Services
✓ Advanced Research Project Agency (ARPA) & VentureWell	Grant Management and Public Access Platform
✓ Texas City Independent School District	Staff Development Services and Products
✓ San Mateo County	Contingency Staffing
✓ Wayne County Airport Authority	Temporary Personnel Services
✓ Housing Opportunity Management Enterprise	Temporary Personnel Services
✓ The Metropolitan Water District of Southern California	On-call IT, Quality Assurance and Control, Project management, and Business Analysis Support Services
✓ DGS California	Temporary Staffing Services
✓ DMS Florida	Temporary Personnel Services
✓ DGS Kansas	Temporary Staffing Services
✓ Washington State Enterprise Services	Project Management Services
✓ Texas Education Agency	IT Professional Services
✓ Baltimore County Public Schools (BCPS)	Information Technology Staffing Services
✓ Richardson Independent School District	Miscellaneous Consultant Services
✓ Richardson Independent School District	Third Party Staffing Services
✓ Tampa International Airport	Staffing Services
✓ School Board of Broward County Florida	Maintenance and Support Services
✓ Tucson Unified School District	Website Management Services, Maintenance and Support
✓ Dartmouth College	Website Content Management Services
✓ Carroll College	IT Professional Services
✓ Maryville College	IT Professional Services
✓ Pennsylvania University	Temporary staffing services
✓ California State University	Website Management Services, Web Training,
✓ University of Massachusetts	Contingency Staffing
✓ SUNY – State University of New York	Temporary Personnel Services

APPENDIX III- KEY PERSONNEL RESUMES

Key Personnel #1

Name	Ritu Mangla		
Title	Account Director		
Role for Client	Leads strategic engagement, contract governance, and stakeholder communication for the client.		
25+ years in contract account management, strategic client engagement, and public sector staffing and consulting. Oversees over 80+ state, federal, and cooperative clients across the U.S.			
Educational Qualifications	• MBA from Kellogg School of Business, Northwestern University • MBA from Panjab University, India		
Professional Licenses and other affiliations	• Department of Homeland Certified Security Accessibility Engineer • Agile Scrum Master • Project Management Professional from UC Berkeley • Certified Big Data Analyst		
Professional Experience			
Experience	InfoStride, Inc. (Sep 2014 - Current)		
Contributions	• Serves as the Account Director for multiple statewide and cooperative contracts such as DIR (TX), CATS+ (Maryland), GSA MAS, and State of California DGS, coordinating complex multi-vendor and multi-agency service models. • Oversee the end-to-end client engagement process for contracts based on the Client’s structure, including proposal development, negotiations, onboarding, SLA monitoring, and renewal planning. • Leads regular governance meetings with public sector clients including the U.S. House of Representatives, NC DHHS, and Meta, ensuring deliverables remain compliant and stakeholders stay informed. • Directs onboarding, documentation workflows, and escalation management across all active cooperative engagements involving IT services, staffing, and advisory categories. • Tracks KPIs such as fill rate, time-to-hire, and retention for over 30 state and local government clients, utilizing those metrics to improve client satisfaction and response time. • Coordinates delivery teams and subcontracting partners for HUB/MBE/WBE compliance and diversity reporting on cooperative contracts. • Supports AI-led compliance dashboards for cooperative agreements, integrating financial, performance, and diversity data to meet agency transparency mandates.		
Professional Strengths	Multi-agency contract coordination, cooperative purchasing leadership, statewide account governance, and strategic compliance delivery.		
Key Projects Delivered/Managed			
Client	Project Type	Role	Contributions
Texas Department of Information Resources	IT Services, Cloud Strategy, Digital Transformation	Account Director	Oversaw a statewide cooperative engagement. Managed a cloud migration initiative spanning multiple agencies and ensured contract compliance and SLA performance across roles including developers, analysts, and technical architects.
SMUD	IT Multiple Award Task Order	Account Director	Managed IT staffing solutions under MATOC, specializing in cybersecurity, cloud architecture, and data analytics. Led the execution of multiple task orders, ensuring 98% on-time role fulfillment and achieving a

			20% reduction in time-to-hire for critical IT projects.
Tampa International Airport	Staffing Services	Account Director	Managed staffing services for airport operations, including concessions and maintenance teams. Led strategic workforce planning, resulting in a 30% increase in seasonal staffing efficiency and maintaining a 90% stakeholder satisfaction rate across service level agreements.
State of Utah	IT Staff Augmentation	Account Director	Managed large-scale IT staffing needs across cybersecurity, accessibility, and healthcare systems. Led contract renewals, ensured role-based fulfillment, and maintained stakeholder satisfaction benchmarks.
US House of Representatives	IT Consulting, IT Services	Sr. Account Manager	Managed a secure IT services contract including software developers, DevOps engineers, and testers with federal security clearances. Conducted risk reviews, ensured clearance verification, and met rigorous federal response timelines.
U.S. Department of State	Advisory Services Consulting	Account Manager	Managed global delivery of IT infrastructure upgrades and documentation management platforms across embassy systems. Conducted international compliance reviews and reporting.

Key Personnel #2

Name	Sandeep Singh		
Title	Account Manager		
Role for Client	Oversee daily execution and delivery of staffing contracts for the Client. Manage recruitment operations, SLA tracking, onboarding, and performance outcomes.		
Versatile and result-oriented account executive with over 20 years of experience in Contract Account Management, Business Development, and Recruitment. Proficient in managing the full recruitment cycle independently, including resource requirement gathering, negotiations, and closures.			
Educational Qualifications	• BE (Computer Science Engineering) • MBA – MIT Pune		
Recruitment Tools/Expertise	• Social Media- LinkedIn, Facebook, Twitter • Job Boards/ATS- Monster, Job Diva, Dice, CareerBuilder, Tech Fetch, Ceipal, Bullhorn • Employee Referral Network		
Professional Experience			
Experience	InfoStride Inc. (November 2019 - Present) 22nd Century Inc. (July 2018 – October 2019) Systems America (March 2016 – June 2018) Quest Solutions (March 2014 – March 2016) Talent Burst Inc. (May 2013 – February 2014) Quest Solutions (January 2012 – May 2013) Convergys BPO (1 Year)		
Contributions	• Identifying and correcting performance problems, ensuring compliance with client policies. • Responsible for workflow, training of new employees, answering job-related questions in one or more areas. • Assist in reporting on performance, recommending advancements, implementing new or changed procedures for staff. • Conduct phone and virtual interviews for technical team members, based on the client requirements on ad hoc basis. • Improve onboarding process capability by continuous improvement of methods. • Work closely with other Account Managers and Upper Management in the development and application of new processes to maintain accuracy and efficiency for all clients Manager. • Accountable for performance at over 30 primary clients, managing the processes along with timeliness and quality. • Manage process of moving all administrative tasks to administrators, responsible for training employees via web and phone. • Handle all contract employee relations issues, including dispute resolution, terminations, and morale. • Generate weekly reports for management to view performance on interviews and placements at clients. • Responsible for performance at clients based on the metrics.		
Professional Strengths	SLA-driven delivery, decentralized order intake fulfillment, proactive risk mitigation, cross-functional coordination, and team leadership across high-volume engagements.		
Key Projects Delivered/Managed			
Clients	Project Type	Role	Contributions

PASSHE (Pennsylvania School System of Higher Education)	IT Services, IT Consulting	Account Manager	Managed delivery of staff augmentation across campuses in a cooperative education system. Tracked SLAs, ensured backfill coverage, and supported diverse role categories.
Washington Enterprise Business Services (WEBS)	IT Services & Workforce Solutions	Account Manager	Delivered technical and non-technical staffing services through Washington's statewide platform. Ensured service delivery within 6–24 hour response.
State of AR, MI, UT	Temporary Staffing Services	Account Manager	Led multi-state resourcing for roles spanning digital modernization, procurement support, and cloud advisory services. Provided centralized governance, reporting, and delivery escalation support client's requirements.
DMS Florida / DGS CA	IT Consulting, Staff Augmentation	Account Manager	Coordinated sourcing and delivery for statewide procurement offices, including consulting and technology roles. Optimized fulfillment workflows and reduced average fill time to below 48 hours.
State of New Jersey	IT Staff Augmentation	Account Manager	Oversaw staffing across transportation, treasury, and education departments. Applied vendor performance scorecards, time-to-fill metrics, and statewide recruitment strategies

Key Personnel #3

Name	Sandy Mario
Title	Project Manager
Role for Client	Project Manager responsible for coordinating the delivery of staffing and IT service task orders for the Client. Manages project schedules, risk mitigation, client communications, and cross-functional team execution.
Brings over 10 years of extensive experience in the IT services area performing various roles such as Programmer/Analyst, Operations Analyst, Business Analyst/Technical writer/Trainer, and Project Manager. Is involved in simplifying complex task order scope of work to job orders for the recruitment team. Proficient in identifying resource skills set requirements, estimating the level of effort and labor hours needed to complete a job. Helps in planning, developing, and managing communication, administration, and resource management activities to deliver the project successfully. Responsible for handling overall project management activities on future task orders.	
Educational Qualifications	• BTech (Computer Science) • MBA – MMU
Professional Qualifications	• Project Management Institute (PMI) - Global Community • Scrum Alliance – Global Community • Project Management Office (PMO)
Professional Experience	
Experience	InfoStride Inc. (February 2015 - Present)
Contributions	• Manages delivery requirements and multi-agency coordination according to client's structure. Supports translation of RFP and task order language into actionable project charters, timelines, and staffing plans. • Led contract-based staffing and IT programs for public-sector clients, applying PMI best practices to manage scope, risk, change control, and resource forecasting in alignment with Client's requirements. • Collaborates with Delivery and Recruitment teams to refine candidate pipelines, reduce cycle time, and meet performance benchmarks. • Routinely leads stakeholder communications, prepares executive briefs, and facilitates cross-functional workstreams for large public sector portfolios. • Oversees reporting, documentation, and compliance processes per CMMI and public agency audit standards. • Work closely with delivery and marketing team to set up marketing process for effective delivery & candidates network/referral workflows. • Responsible for discovery, assessment, plan, sign-off, and multi-million budget for all assigned portfolio projects • Developed and maintained flexible creative communications to client stakeholders, delivery managers, recruiting managers and corporate execs as needed. • Utilized PMI best practices in managing the program and projects, including Agile and Waterfall methodologies. • Controlled costs; managed personnel; budgets, schedules, risks, and change; developed detailed plans & workflows. • Led teams in problem solving, including creating workarounds, fixes, and matrixed resource allocation. • Led and co-led executive meetings, presentations, briefs, demos, and status updates. • Implemented best practices and industry standards to monitor and control cost, schedule, performance and risk; to ensure quality and security; and to perform administrative functions.

	• Adapted different reporting and communication techniques to fit unique senior-level executive styles, needs, and requirements in meetings, one-on-ones, and in writing. • Managed multi Million development budget consisting of- discovery, design, build, test, and operation phases. • Responsible for discovery, assessment, plan, sign-off, and budget for all assigned portfolio projects • Develops project, communication, and risk plans; and delivers project reports to stakeholders, and management. • Owned and drove technology and execution of vendor teams from concept through successful implementation. • Proactively identified, mitigated, and recommended alternatives for handling risks coordinating with Execs, and PMs • Delivery implementation as per compliance and CMMI standards.
Professional Strengths	Task order scoping, stakeholder engagement, risk identification, PMO reporting, and delivery compliance in multi-agency public sector environments.

Key Personnel #4

Name	Deep Kumar
Title	Contracting/Compliance Manager
Role for Client	Manages partnerships and ensures compliance with federal, state, and cooperative procurement requirements. Oversee diversity and inclusion performance also.
Mr. Kumar is responsible for managing relationships with HUBZone businesses, as well as local Veteran, Minority-Owned Business Enterprises (MBE), and Women-Owned Business Enterprises (WBE) alliances. He ensures that subcontracting activities align with federal and state procurement regulations, particularly in the public sector. He has more than 10 years of experience in working with SLED and Federal clients in managing multiple engagements.	
Educational Qualifications	B.S (Computer Science) MBA – Cornell University
Professional Experience	
Experience	InfoStride Inc. (February 2015 - Present)
Contributions	• Oversees all contracting workflows including vetting, onboarding, performance monitoring, and compliance documentation for HUB, MBE, WBE, and Veteran-owned subcontractors supporting state clients. • Provides guidance on small business engagement plans and assists agencies in meeting diversity utilization goals. • Negotiates and manages subcontractor agreements for task orders. • Reviews subcontractor deliverables against SLA/KPI benchmarks and works with Delivery and Account Directors to escalate and remediate performance issues as needed. • Leads InfoStride’s internal supplier diversity audits and reports quarterly to state partners to maintain transparency and improve sourcing equity. • Successfully exceeded subcontracting diversity benchmarks in recent multi-million-dollar projects with CA DGS, Maryland Judiciary, and U.S. DOT.
Professional Strengths	Supplier diversity compliance, subcontractor performance management, cross-agency reporting, and relationship building with certified small and disadvantaged business communities.

Key Personnel #5

Name	Surbhi
Title	Finance and Accounting Manager
Role for Client	Oversee all financial and regulatory compliance functions for IT staffing service contracts with the client, including billing, pricing, financial reporting, and audit readiness.
Surbhi oversees the financial operations for public sector projects, ensuring compliance with all regulatory requirements and optimizing financial performance to meet project goals.	
Educational Qualifications	Bachelor of Arts - CMU
Professional Experience	
Experience	InfoStride Inc. (Sep 2015 - Present)
Contributions	• Manages all budgeting, expenditure tracking, pricing proposals, and financial reporting for public sector clients across multiple jurisdictions. Ensures strict compliance with state-specific procurement rules and cooperative purchasing terms. • Supports audit readiness and handles external financial audits required under multi-agency agreements. • Prepares client specific cost models to ensure fair, transparent, and compliant pricing structures for staffing and IT service. • Coordinates client-required sales tracking, reporting, and administrative fee submissions, maintaining data accuracy across participating entities. • Oversees subcontractor financial compliance, reviewing invoicing accuracy, and payment schedules to align with subcontract terms and performance SLAs. • Works with legal and executive teams to support risk mitigation in contract negotiations and helps draft financial clauses in multi-party agreements. • Develops long-term financial strategies to support business growth with client, forecasting needs for staffing scale-up, infrastructure and expansion. • Ensures that all financial activities comply with federal and state regulations, including the management of budgets, expenditures, and financial reporting. • Develop, monitor, and adjust budgets to ensure that financial resources are allocated effectively and are in line with project goals and timelines. • Prepare and present detailed financial reports to stakeholders, ensuring transparency and compliance with state and federal regulations. • Implement strategies to reduce costs and optimize financial performance, ensuring that the project remains within budget while delivering high-quality results. • Oversee the financial aspects of contract negotiations, ensuring that all terms are favourable and within the financial capacity of the organization. • Monitor and manage the financial performance of vendors and subcontractors, ensuring that they meet contractual obligations and compliance standards. • Oversee investment decisions and resource allocation to ensure optimal use of financial resources in alignment with project objectives.
Professional Strengths	Financial compliance, pricing strategy, budgeting for large public contracts, audit support, and cooperative contract administration.