Lexington-Fayette Urban County Government

RESPONSE TO:
REQUEST FOR PROPOSAL
#5-2021 Information Technology Consulting and Technical Services

Prepared March 2021 by:

Name: Michael R. Ford
Title: CEO
Address: 4130 Winnipeg Ct Lexington, Kentucky 40515
Email: mford@tds-is.com
Phone: 314.451.1457
Website: www.tds-is.com

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PACKETEX, LLC

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Executive Summary

March 29, 2021

Trinity Data Solutions & IT Services, LLC dba TDS-IS
4130 Winnipeg Ct
Lexington, KY 40515
(314) 451-1457

Mr. Todd Slatin – Purchasing Director
Lexington-Fayette Urban County Government (LFUCG)
Room 338, Government Center
200 East Main Street
Lexington, KY 40507

Mr. Slatin,

RE: Request for Proposal
        RFP #5-2021
        Information Technology and Consulting Services

TDS-IS is pleased to submit this proposal as our response to the aforementioned solicitation. TDS-IS is a small business under NAICS code 518210 and will be the prime contractor; TDS-IS is headquartered in Lexington, KY.

We are a team of highly motivated and dedicated combat-veterans, that remain committed to serving our communities. Since 2003, we've helped companies modernize their IT Infrastructure and securely adopt cloud technologies. Like most of our competitors, our services range from help desk support to design and implementation of on-premises hybrid cloud solutions. However, our clients benefit the most from our data center management services and virtualization expertise.

We are fully aware of the ongoing effort by the LFUCG to collocate and consolidate five separate data centers, configure a production environment and a disaster recovery site. Additionally, we understand VMware and Extereme Networks plays significant role in the LFUCG IT Infrastructure. TDS-IS knows the challenges the LFUCG faces in this era of rapid changes, digital transformation, and relentless cyber criminals; and we agree a modern IT infrastructure is critical, to ensuring every citizen has on-demand access to needed government resources, without compromising critical assets.

For that reason, we carefully reviewed the requirements and built a team that is technically proficient, competent, flexible, and skilled in the infrastructure support requirements identified in this contract. Working with other veteran and minority owned businesses, we assembled a team of IT and security professionals capable of performing multiple levels of technical support to meet and resolve complex and unanticipated problems. Most of our team members are IT professionals with 15 to 20 years' experience, and our corporate leaders have more than 10 years supporting these kinds of projects.

Following is a brief discussion of our subcontractors for this contract David-Kenneth Group, LLC (DKG) and PacketEX:

DKG is a veteran-owned company whose core competency and singular focus is to help organizations fundamentally transform how they deliver hybrid IT services. DKG is known for helping Fortune 500 and government customers consolidate their data center with zero data loss, no interruption of services, within budget, and on schedule. Learn more about them here.

PacketEx is Service-Disabled Veteran and minority owned small business dedicated to designing fault-tolerant, secure, and high-performing network solutions. PacketEx is known for providing exemplary network-related services to government clients and fortune ten companies; PacketEx is adept at helping clients recover from critical network outages and ensuring the same issue doesn't happen again. Learn more about them here.

In summary, our team:
- Has all the personnel, equipment, and resources needed to meet and exceed the requirements outlined in RFP #5-2021.
- Possess past performance with Fortune 500 and Department of Defense; and
- Collectively, has more than 75 years of experience helping government and commercial organizations modernize their IT infrastructure without data loss.

TDS-IS is confident this proposal and our past performance will demonstrate that we have exactly what you need to ensure the LFUCG continues to provide critical services to our communities.

Sincerely,

Michael Ford
President and CEO

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1.0 Vendor Requirements

1.1 Affirmative Action Plan

According to page 7/44 of RFP #5-2021, all vendors must submit as part of the proposal package an Affirmative Action Plan for his/her firm. The answer given on March 03, 2021 at 11:18:54 AM (ET) stated, "Firms with less than 50 employees do not have to provide an affirmative action plan as part of their submittal. If we require additional information, we can ask for it if you are awarded a contract."

As of March 29, 2021, TDS-IS has less than 50 employees, therefore, we do not maintain an affirmative action plan.

1.2 Current Work Force Analysis Form

See completed document on A-1.

1.3 Affidavit

See completed document on A-2.

1.4 Equal Opportunity Agreement

See completed document on A-3.

1.5 MWDBE Participation Goals

TDS-IS is committed to meeting the established 10% goal for MWDBE participation and the 3% goal for Veteran-Owned participation. The following is a list of our subcontractors and their socio-economic status:

- The David-Kenneth Group, LLC – Veteran-Owned Small Business
- PacketEx, LLC
    - Sevice-Disabled Veteran-Owned Small Business
    - Disadvantaged Business Enterprise
    - Small & Minority Business Contracting & Certification
    - SBA Certified HUBZone Entity

In addition to our subcontractors, TDS-IS is a CVE Certified Service-Disabled Veteran-Owned Small Business and in the process of submitting an application to be certified by the Kentucky Transportation Cabinet as a Disadvantaged Business Enterprise.

In accordance with the procedures listed on page 13/44, Section B, TDS-IS acknowledges its obligation to submit a Subcontractor Monthly Payment Report to the LFUCG.

1.6 MWDBE Participation Form

TDS-IS meets the participation goal. In accordance with documentation requirement listed on page 15/44, Section D, TDS-IS is only submitting the completed MWDBE Participation Form. See completed form on A-4.

1.7 General Provisions

See completed document on A-5.

1.8 Contact Information for the Firm Submitting Proposal

See completed document on A-6.

1.9 Insurance Requirements

TDS-IS acknowledges the requirements for insurance starting on page 34 through 37/44. TDS-IS will provide proof of insurance upon request.

2.0 Technology Assessment

2.1 Overview

TDS-IS has the required skills and knowledge to fully support the LFUCG information technology program as described in the RFP. The IT professionals that will be assigned to this effort have extensive background in the information systems security arena; information systems engineering; architecture development and implementation; data center consolidation; systems and network administration; and virtualization.

All of our IT professionals that will be assigned to support this contract effort have worked on similar tasks for other government agencies, to include the federal agencies. This experience is invaluable in today's world of inter-connectivity among federal agencies and across government boundaries, including the Department of Defense and the intelligence community.

Not only does the proposed TDS-IS team possess the qualifications to support all identified requirements, we have an extensive network of service providers and distributors that enable us to provide the LFUCG with an unparalleled, focused, highly-responsive technical resource.

TDS-IS and the subcontracted companies have an extensive background in:

- Agile Methodology (SCRUM)
- Cloud and Virtualization Technology
- Data Center Consolidation and Management
- IT Technical Training

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- Network Design and Administration
- Server Administration

Many of our technicians have managed similar programs and projects with other State and Municipal Agencies, federal agencies, and Fortune 500 Companies. Today, TDS-IS provides services to the United States Army Special Operations Command (USASOC).

As a result of the consistent change in technology, IT professionals must stay informed and trained. With the support of our premier vendors and distributors, the entire TDS-IS team benefits from the most up-to-date industry best practices. Therefore, all of our solutions are designed to offer protection and defend our customers from evolving security threats, using the most up-to-date tools and information in industry.

2.1.1 Agile Methodology

TDS-IS uses the SCRUM method to manage projects. Depending if we were working in a classified environment or not, we may change the tools we use to maintain the product backlog, track sprint progress, and trend team velocity overtime. We use this methodology in all of our services, that way we ensure we stay on schedule and within projected costs. Additional to the on-site Project Manager, all of our technicians have a firm understanding of the methodology.

Some of our team members are certified SCRUM Masters.

2.1.2 Cloud and Virtualization Services

"The cloud" constitutes a multitude of possibilities. We help clients see beyond the hype and understand the real-world trade-offs, risks, costs, advantages, and options with solutions that involved not only x86 systems but mid-frames and mainframes. This real world approach to cloud and virtualization takes into consideration what is the right location for your workloads. More importantly, we help develop an integrated cloud solution that truly leverages the strengths of a cloud offering for your business model.

By integrating its infrastructure into existing processes, the cloud becomes another option for workload placement and management. The end result is the ability to shift between various cloud providers and on-premise solutions. The result is an operating environment that dynamically responds to changing business needs all under a single pane of glass.

In addition, we help our clients do more with less by taking a broad look at what is possible, while leveraging the latest developments and offerings. Whether the solutions are improved density and resource utilization, self-provisioning, capacity planning, centralized management, or license optimization, the end goal is to realize as many significant functional, organizational, and financial gains as possible. As an example, one of our global multinational clients increased in systems density by over 10% and reduced operating costs by $1 million per month.

2.1.3 Data Center Consolidation and Management

A data center migration can completely transform an organization's overall operating environment, yielding significant and lasting benefits with an attractive return on investment. It is a high-visibility, strategic project that can impact business operations, service level agreements, and performance availability.

A methodology specific to data center migrations helps to ensure operational stability. It provides a healthy balance between overbearing processes and the appropriate amount of rigor needed to produce an on-time, on-budget migration. It both guides and protects the organization.

David Kenneth Group's data center migration methodology consists of five phases:

Phase 1: Initiation – Here DKG will meet with key leaders, decision-makers, and on-site technical experts and create dialog around important considerations. This phase is foundational and absolutely critical for the other phases to be successful. At this phase, organizations position themselves for migration success.

Phase 2: Discovery – This phase focuses on identifying and documenting physical and application inventory. Organizations find this extremely helpful because during this phase identity potential vulnerabilities, that might have been overlooked or forgotten due to increased ops tempo in the office.

Phase 3: Planning – The goal for this phase to develop a tiered approach to moving assets, so there is ZERO impact on operational stability and downtime while executing the migration plan.

Phase 4: Execution – Here previous work is validated and migration plan formulated in the prior phase is executed. Risks are further mitigated by migrating from steady state to steady state.

Phase 5: Closeout – Physical assets from the site of origin are decommissioned and a post-migration After Action Review (AAR) is conducted.

DKG's 5-phased data center migration methodology is a robust process that has been tested and proven.

For further details, <u>see Appendix C for case studies.</u>

2.1.4 IT Technical Training

TDS-IS offers technical training on the following topics:

- How to Install, Configure, and Maintain Windows Server 2016 and 2019
- How to Install, Configure, and Maintain Windows 10 Desktop

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- How to Install, Configure, and Maintain Microsoft Active Directory
- How to Install, Configure, and Maintain Microsoft Exchange Server 2016, 2019
- How to Install, Configure, and Maintain VMware vSphere 6.7, 6.7, 7

Since July of 2019, our Senior Technical Instructor has taught classes on the above-mentioned topics at the US Army Cyber Center of Excellence. The courses are designed like bootcamps and are intended to take the student (experience irrelevant) from knowing nothing about one of the technologies, to being able to fully configure, deploy, and maintain the server confidently.

Courses are structured so they can be delivered remotely or on-site.

2.1.5 Network Design and Administration

Networking is experiencing significant change, disruptive technologies, and market implications. We help our clients understand the latest technologies like software defined networking (SDN) as well as high demand technologies such as Palo Alto and F5 and discern the optimal choice for their business needs. Our designs take into consideration all the core elements that networking must support such as security, voice, storage, latency, and redundancy.

2.1.6 Server Administration

TDS-IS Enterprise Systems Team (EST) has worked with every version of Windows Server, starting with Server 2000 to the latest version. Additionally, our technicians have worked with every major version of VMware vSphere since 5.0. The EST has significant experience installing, configuring, and maintaining servers supporting a variety of workloads; Database Servers, Web Servers, DNS, DHCP, Active Directory, Exchange, Printer Services, and more. In preparation for deploying a server to offer critical services, the EST will collaborate with LFUCG leadership, stake holders, IT department, and end-users to clearly identify the desired outcome. One of the most significant lessons we've learned over the past 20+ years of support the United States Army Special Operations Command (USASOC) and its subordinate units, is that the majority of server problems occur because lack of clearly defined goals.

Our technicians are driven to improve system performance and ensure machines are running at their best by rigorously testing the impact of configuration changes in a test environment, before implementing changes in production. The EST takes a proactive approach to system monitoring by configuring alerts and alarms based on thresholds that ensure optimal efficiencies; our technicians have worked with a variety of workloads; they use that understanding to tailor thresholds and right-size configurations.

Documentation is a key component of our success. Our technicians keep up-to-date inventories of all hardware and software on the network, including firmware and

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software versions. Additionally, all changes no matter how simple they may seem goes through a change management process; that's how we keep documentation current, key stakeholders informed, reduce troubleshooting time, and ensure end-users do not experience a loss of essential services.

3.0 Support Services

The following questions must be answered. Proposals may include additional comments to help LFUCG gain a better understanding of how support would be provided.

Call routing based on an identifiable number, which is determined by a soft switch that will route to appropriate call center representative that will be trained on typical service issues based on your existing infrastructure and devices.

Is help desk support available?
Yes, remote helpdesk support is available depending on your needs. We can support any level during business hours or after hours at an L1- L2 level. These various help desk support have different pricing thresholds.

When is support available?
Business Hours 0800 - 1700, After hours 1800 – 0000
Weekends Support is available.

Do you provide a process for escalating support issues?
Yes, all calls will be handled in an L -1 fashion answered in under one minute SLA typically or under. If issue is not resolved will escalate to L- 2 Engineer with time to resolution averaging under 3 minutes.

If desired can engage an L-3 products software specialist.

In addition, VP and CEO is a part of the escalation process.

How are charges for support structured, documented, and tracked?

Any tasks related to the project will require SOWs, and task will be charged against the money allocated for the specific project.

Charges for support are billed by the hour at the rates annotated in the Cost of Services section. Charges will be documented and tracked electronically using a combination of Quicken and OnTheClock Time Clock software.

Once a week, we will provide status reports showing how many hours were worked and which tasks were completed.

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4.0 Cost of Services

Description of Service	Comments	Rate
Cloud and Virtualization Services	See page #, for details about the service	See Labor Category Table for rates
Data Center Consolidation and Management	See page #, for details about the service	See Labor Category Table for rates
In-Person or Virtual Technical Training	On-site Training o Agency is responsible for providing the space and equipment for attendees to participate o We will provide the curriculum and instructor Virtual Training o Training can be delivered online via zoom in combination with blackboard o Depending on the course, class length will vary between 3 – 5 days.	See Labor Category Table for rates
Network Design and Administration	See page #, for details about the service	See Labor Category Table for rates
Remote Helpdesk Support – Monthly Subscription	See page # for details about the services	**One-Time Fee: $2,400** **Monthly:** Dependent on the number of end devices
Server Administration	See page #, for details about the service	See Labor Category Table for rates

Labor Category	Pay Rate per Hour	Labor Category	Pay Rate per Hour
Senior Technical Instructor	$140	Project Manager II	$145
Technical Instructor	$120	Project Manager I	$115
Principal Data Architect	$195	Test/QA Manager	$140
Data Architect	$160	Senior Test Engineer	$105
Senior Enterprise Architect II	$195	Test Engineer	$80
Senior Enterprise Architect I	$180	Principal Cloud Architect	$180
Enterprise Architect	$165	Cloud Architect	$165
Migration Analyst II	$120	Senior Cloud Engineer	$155
Virtualization Architect	$160	Cloud Engineer	$140
Senior Virtualization Engineer	$140	Storage Architect	$195
Senior Network Architect	$195	Senior Storage Engineer	$170
Network Architect	$170	Principal Project Manager	$185
Senior Network Engineer	$160	Senior Project Manager	$170
Network Engineer	$135	Storage Engineer	$135

2. TDS-IS will provide prices according to the Labor Categories found in the table above. Prices for Remote Helpdesk Support are billed using a subscription-based model; the actual rate depends on the number of end devices and extent of support needed.

3. If Scope of Work (SOW) requires specialized individuals to temporarily augment the on-site team, TDS-IS will charge M&IE at $56/day (GSA Per Diem Rate) and travel expenses & living will be actuals.

4. <u>See A-8 for a completed copy of Attachment B</u>.

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5.0 Company Information

5.1 Company name and address

Trinity Data Solutions & IT Services, LLC
4130 Winnipeg Ct
Lexington, Kentucky 40515

5.2 Business Partnerships

Cisco – Federal Authorized Registered Partner
VMware – Federal Authorized Partner
Dell Technologies – US Federal Solution Provider
Microsoft – Partner
D&H – Partner
Ingram Micro – Partner

5.3 Resumes

See Appendix B for Resumes.

5.4 Company Experience

Collectively, TDS-IS, DKG, and PacketEx have over 75 years of experience providing IT services and consulting to Fortune 500 companies, the Department of Defense, and other State & Municipal Agencies.

5.5 References

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See Appendix C for case studies and past performance highlights.

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Appendix A – Required Documents

WORKFORCE ANALYSIS FORM

Name of Organization: _____

Categories	Total	White (Not Hispanic or Latino)		Hispanic or Latino		Black or African-American (Not Hispanic or Latino		Native Hawaiian and Other Pacific Islander (Not Hispanic or Latino		Asian (Not Hispanic or Latino		American Indian or Alaskan Native (not Hispanic or Latino		Two or more races (Not Hispanic or Latino		Total	
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Administrators																	
Professionals																	
Superintendents																	
Supervisors	2	2															
Foremen																	
Technicians	11	6	1	1		3										10	1
Protective Service																	
Para-Professionals																	
Office/Clerical																	
Skilled Craft																	
Service/Maintenance																	
Total:	13	8	1	1		3										10	1

Prepared by: Michael Ford, CEO _____   **Date:** ___03__ / __29__ / __2021__
(Name and Title)   *Revised 2015-Dec-15*

AFFIDAVIT

Comes the Affiant, _Michael R. Ford_, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is _Michael R. Ford_ and he/she is the individual submitting the proposal or is the authorized representative of _Trinity Data Solutions & IT Services. LLC_, the entity submitting the proposal (hereinafter referred to as "Proposer").

2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Proposer has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.

6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.
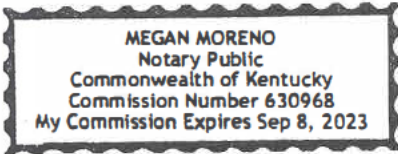
Further, Affiant sayeth naught.

Michael F

STATE OF _Kentucky_

COUNTY OF _Fayette_

The foregoing instrument was subscribed, sworn to and acknowledged before me by _Michael Ford_ on this the _29_ day of _March_, 20_21_

My Commission expires: _9/8/23_

MEGAN MORENO
Notary Public
Commonwealth of Kentucky
Commission Number 630968
My Commission Expires Sep 8, 2023

Megan Moreno
NOTARY PUBLIC, STATE AT LARGE

EQUAL OPPORTUNITY AGREEMENT

<u>The Law</u>

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.

- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.

- Section 503 of the Rehabilitation Act of 1973 states:

  The Contractor will not discriminate against any employee or applicant for employment because of physical or mental disability.

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.

- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

  The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.

****

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

<u>Bidders</u>

I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.

_____
Signature

Trinity Data Solutions & IT Services, LLC
Name of Business

LFUCG MWDBE PARTICIPATION FORM
Bid/RFP/Quote Reference #_____ RFP #5-2021 _____

The MWDBE subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval immediately.

MWDBE Company, Name, Address, Phone, Email	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. PacketEx, LLC (SDVOSB, DBE, HUBZone) 5803 Robinson St. Hanahan, SC 29410 844-722-5389 samuel.brown@packet-ex.com	Network Administration, Remote Helpdesk Support, procurement and delivery of need hardware/software	Will determine the exact dollar value when contract is awarded; however, we are committed to the percentage annotated	10
2. David-Kenneth Group, LLC (VOSB) 247 Ebb Point Ln Annapolis, MD 21401-7832 770-280-7900 samantha.miller@davidkennethgroup.com	Data Center Migration and/or Consolidation, Network Design, IT Consulting	Will determine the exact dollar value when contract is awarded; however, we are committed to the percentage annotated	10
3.			
4.			

The undersigned company representative submits the above list of MWDBE firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

Trinity Data Solutions & IT Services, LLC _____ , Michael Ford
Company   **Company Representative**

03/29/2021 _____ CEO _____
Date   **Title**

GENERAL PROVISIONS

1.   Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2.   Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.

3.   Addenda: All addenda, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.

4.   Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.

5.   Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.

6.   Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".

7.   Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.

8.   Bribery Clause: By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.

9.   Additional Information: While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,

10.   Ambiguity, Conflict or other Errors in RFP: If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.

11.   Agreement to Bid Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.

12.   Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

(1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties

(2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.

(3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
(a) Failure to perform the contract according to its terms, conditions and specifications;
(b) Failure to make delivery within the time specified or according to a delivery schedule fixed by the contract;
(c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;
(d) Failure to diligently advance the work under a contract for construction services;
(e) The filing of a bankruptcy petition by or against the contractor; or
(f) Actions that endanger the health, safely or welfare of the LFUCG or its citizens.

B. At Will Termination

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. Assignment of Contract: The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.

14. No Waiver: No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.

15. Authority to do Business: The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must be signed by a duly authorized officer, agent or employee of the Respondent.

16. Governing Law: This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.

17. Ability to Meet Obligations: Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would,

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if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.

18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.

19. Contractor [or Vendor or Vendor's Employees] will not appropriate or make use of the Lexington-Fayette Urban County Government (LFUCG) name or any of its trade or service marks or property (including but not limited to any logo or seal), in any promotion, endorsement, advertisement, testimonial or similar use without the prior written consent of the government. If such consent is granted LFUCG reserves the unilateral right, in its sole discretion, to immediately terminate and revoke such use for any reason whatsoever. Contractor agrees that it shall cease and desist from any unauthorized use immediately upon being notified by LFUCG.

20. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.

_____   03/29/2021
Signature   _____
                                                        Date

Firm Submitting Proposal: Trinity Data Solutions & IT Services, LLC

Complete Address: 4130 Winnipeg Ct   Lexington   40515
                              Street   City   Zip

Contact Name: Michael Ford   Title: CEO

Telephone Number: 512-825-4484   Fax Number: _____

Email address: mford@tds-is.com

Attachment A

Attachment A contains a list of the technologies used by the Lexington-Fayette Urban County Government. Please enter the average experience (years) of qualified employees who may provide IT services in the Experience column. You may enter the number of employees the average applies to, e.g. "5 years, 3 employees". The Comments column should be used to provide LFUCG with information that should be considered during the vendor selection process.

Technology	Experience	Comments
Microsoft Windows Server (2012, 2016) and the latest generally available release (currently Windows Server Version 2019)	19 Years	
Microsoft Windows 8, 10 Desktop	9 Years	
Microsoft 365, Architecture and Design		
Microsoft PowerShell	5 Years	
Microsoft Active Directory	19 Years	
Microsoft Exchange 2016, 2019	5 Years	
AIX versions 5.x, 6.x, 7.x, 8.x, 9.x		
Linux – Various Distributions	10 Years	
IBM i Operating System		
IBM i5/OS2 Operating System		
Internet Information Server (IIS)	15 Years	
F5 BigIP	5 Years	
VMware VirtualCenter	15 Years	
VMware ESXi	15 Years	
Microsoft Access	15 Years	
Microsoft SQL Server (2012 – 2019)	10 Years	
IBM DB/2 Database		
SharePoint Services (on premise and cloud)	15 Years	
Microsoft .NET Framework 3+	15 Years	
ESRI ArcGIS Enterprise (10.8.1 +)		
ESRI ArcGIS Desktop – ArcMap		
ESRI ArcGIS Desktop – ArcGis Pro (2.6		
ESRI ArcGIS Online		
ESRI ArcGIS API for Javascript		
ESRI ArcGIS API for Python		
Visual Studio	15 Years	
VBA	15 Years	
Python	15 Years	
JavaScript	15 Years	
HTML5		
C#		
C++	23 Years	
Ruby		
Technology	Experience	Comments

Ruby on Rails		
Visual Basic 6.0	15 Years	
ASP.NET		
VB.NET		
jQuery		
Web Services		
PHP Development		
Apache HTTP Web Server		
RPG Freeform		
BCD Presto		
ADO		
Moodle		
AJAX		
Node.js		
Chef, Puppet, Troposphere		
Amazon Web Services (AWS)	3 Years	
Amazon Web Services (AWS) DevOps	3 Years	
Microsoft Azure Architecture	3 Years	
Microsoft Azure DevOps	3 Years	
Palo Alto Firewalls	10 Years	
Splunk		
Extreme Networks – wired and wireless	15 Years	
Switching & Routing (SPBm)	15 Years	
Vulnerability Scanning (Nessus)	19 Years	
Patch Management	15 Years	
IBM BigFix/HCL		
PeopleSoft HCM 9.2, PUM 36 and		
PeopleSoft FSCM 9.2, PUM 37 and		
PeopleTools 8.57.11		

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Attachment B

Attachment B contains a list of services the Lexington–Fayette Urban County Government may need provided. Please use the notes column to identify any information that should be considered during the vendor selection process. Exceptions to billing should be included in the notes, e.g. weekend rate adjustments.

Service		Rate	Notes
Software Development	ASP.NET C# JavaScript Ruby Ruby on Rails C++ HTML5 VB.NET Python Visual Basic 6.0 ESRI ArcGIS ADO 2.X + Web Services Microsoft Access RPG Freeform BCD Presto jQuery	N/A	We do not offer software development
Database Design	SQL Server SQL Server Express MySQL ESRI Enterprise Geodatabase Oracle	$85 - $200/hr	
Consulting	Disaster Recovery/Bus Continuity Technical Requirements Gathering IT Strategic Planning IT Governance IT Project Management Certified Project Management (PMP) Network Technologies Software Development PeopleSoft HCM (9.2) PeopleSoft FSCM (9.2) ESRI ArcGIS Enterprise Portal	$85 – $200/hr	
Service		Rate	Notes

Server Application Implementation	Microsoft SharePoint Microsoft Project Server Microsoft SQL Server Microsoft Exchange Microsoft Windows VMware Virtual Center VMware ESX ESRI ArcGIS Enterprise Apache HTTP Web Server	$85 - $200/hr	
Training	Microsoft SharePoint Microsoft Project Server Microsoft SQL Server Visual Studio Team Suite Visual Studio 2008 VMware ESRI ArcGIS (Online, Portal & Pro)	$85 - $200/hr	
Network Support	F5 BigIP Microsoft Active Directory Microsoft Windows VMware	$85 - $200/hr	
Information Security	Policy Development and Review Planning and Analysis Penetration Testing Vulnerability Testing Risk Management Assessment Info Security Audit and Compliance Info Security Remediation Info Security End-User Training	$85 - $200/hr	
Enterprise DevOps & "Cloud"	Cloud Architecture and Design Code Deployment and Maintenance Enterprise System Administration Version Control Infrastructure as Code (IaC) Platform as a Service (Paas) Software as a Service (SaaS) Infrastructure as a Service (IaaS)	$85 - $200/hr	

Appendix B – Resumes

B-1. Technical Certifications

TDS-IS and its team of Subcontractors possess the following certifications:

Certification	Number of Certs
GSEC – GIAC Security Essentials	1
GCIA – GIAC Certified Intrusion Analyst	1
GXPN – GIAC Exploit Researcher and Advanced Penetration Tester	1
GPEN – GIAC Penetration Tester	1
GWAPT – GIAC Web Application Penetration Tester	1
GCIH – GIAC Certified Incident Handler	1
Microsoft Technology Associate: Software Development Fundamentals	1
ISACA (CISM) Certified Information Security Certification	1
AXELOS ITIL Release, Control, and Validation Certification	1
CCENT - Cisco Certified Entry Networking Technician	1
CompTIA Security+	3
CompTIA Network+	3
CompTIA A+	3
ETA-I Fiber Optic Technician/Installer/Splicing Certifications	1
VCP 6 – Desktop and Mobility	1
VCP 6 – Data center Virtualization	2
SolarWinds NPM	1
Microsoft Certified Professional	1
Microsoft Certified Solutions Expert	3
ITIL v3 Foundations	3
Cisco Certified Desktop Support CCDS	1
CompTIA Secure Infrastructure Specialist	2
Cisco Certified Network Professional CCNP	1
Cisco Certified Design Professional CCDP	1
Brocade Certified Network Engineer BCNE	1
AWS Machine Learning	1
AWS Solution Architect	1
Certified Project Management Professional	3
AWS Certified SysOps Administrator	1
AWS Certified Security Specialty	1
Certified Scrum Master (CSM)	2
Six Sigma	1

The list above is not exhaustive. Please see resumes for more certifications.

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B-2. Skillset Crosswalk

LEGEND
✓ - Has Experience
#1 - #14 - Resume No.

Role / Resume	Windows Server 2012R2, 2016, 2019	Windows 8, 10 Desktop	Microsoft Exchange	Microsoft Active Directory	Microsoft Powershell	Linux - Various Distributions	Internet Information Server (IIS)	F5 BigIP	VMware vSphere	VMware ESXi	VMware Horizon	Vmware vRealize Suite	Vmware Cloud Foundation	VMware NSX	Dell VxRail with VSAN	SolarWinds 2020.2.1	SCCM, Endpoint Protection	NetApp Storage	Acronis Backup	Cisco Routers, Switches, and other Appliances	Brocade Switches	Wireshark	Mainframe Platforms z/os, CICS, DB2, IMS/DB z/12	IT Consulting	Program Management	Microsoft Access	Microsoft SQL Server (2012 – 2019)	SharePoint Services (on premise and cloud)	Microsoft .NET Framework 3+	Visual Studio	VBA	Python	JavaScript	C++	Visual Basic 6.0	Amazon Web Services (AWS) Architecture	Amazon Web Services (AWS) DevOps	Microsoft Azure Architecture	Microsoft Azure DevOps	Palo Alto Firewalls	Extreme Networks – wired and wireless	Switching & Routing (SPBm)	Vulnerability Scanning (Nessus)	Patch Management
Data Architect #1	✓								✓	✓	✓															✓	✓				✓					✓								
Enterprise Design Architect #2									✓	✓								✓									✓									✓	✓							
Mainframe SME #3																							✓																					
Network Architect #4, #5				✓			✓				✓					✓				✓	✓	✓																			✓	✓	✓	
Program Manager #6, #7																								✓	✓																			
Senior Test Manager #8																								✓	✓																			
Virtualization Architect #9	✓			✓					✓	✓	✓	✓	✓	✓	✓					✓		✓														✓	✓	✓	✓					
Senior Intrusion Analyst #10		✓							✓													✓										✓											✓	
Technical Instructor #11	✓	✓	✓	✓	✓				✓																	✓	✓	✓						✓									✓	✓
Senior Systems Administrator #12, #13, 14	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓						✓	✓	✓	✓	✓																							✓

B-3. Resumes

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Data Architect / Scientist

Professional Summary

Accomplished hands-on Data Scientist/Architect with 25 years of career building professional experience in developing and executing data management strategies, analysis and end-to-end execution from roadmap to implementation of Datacenter Consolidations, Cloud Migrations, Conversions and Upgrades for large, complex enterprise organizations. Demonstrated ability to collaborate with large teams of personnel, offshore staff and vendors delivering. Specialized in Database technologies creating roadmaps, migration strategies and database disaster recovery architecture. 15 years of experience completing data center migrations, consolidation, relocations and transitions projects.

Proven ability to engage executive leadership and maintain excellent working relationships. Excellent presentation skills. Expertise in: Migration, Transition and Relocation Strategies, Data Center Discovery and Planning, High Availability, Consolidation, CMDB, Data Analytics, Disaster Recovery, Enterprise Data Warehouse and CMDB.

Professional Experience

THE DAVID-KENNETH GROUP   2015 – Present
Data Architecture & Scientist – Financials, Government, Medical & Manufacturing Clients

- Responsible for performing multi-client data discovery, CMDB, inventory and repository data consolidation from discovery tool scans and client trusted sources. Design migration architecture, strategy patterns and high level designs.

- Industry recognized Discovery | ITAM | ITSM tools and machine automation Data Science expert and conference speaker. IT Discovery, Forensic Discovery, Tool Selection, Application Software Dependency Mapping, ITAM, ITSM, SAM and ITAD.

- Hands-on Data Scientist and Architect specializing in developing VLDB & complex clustered, replicated database transformation and migration strategies to colo's, data centers and the cloud.

- Infrastructure inventory, discovery, consolidation, repository management and reconciliation of 4 million configuration items since 2015.

- Completed 15 data center migration, consolidation and disaster recovery projects since 2015.

- Developed data analytics reporting portal for client executives, detailing configuration item migration data analytics.

THE WALT DISNEY COMPANY   2004 – 2015
Technical Director - Data Engineering

- One of 3 Technology Principals corporate wide and one of the brain trusts behind Disney's MyMagic+, part of the My Disney Experience, where I engineered and architected high tech and highly available database solutions for traditional and IoT databases (MagicBand), ensuring all FastPass+ and Point of Sale, from food and merchandise, to tickets and resorts stays were seamless for guests. Accomplished disaster recovery replication design and implementation from Orlando, FL, Anaheim, CA and Kapolei, HI to Kings Mountain, NC.

- Accomplished data center infrastructure and database consolidations in Orlando FL, Anaheim CA, Paris France, Lantau Island Hong Kong and Kapolei HI.

- Accomplished infrastructure and data system relocations and migrations from Orlando FL to Lantau Island Hong Kong and Anaheim CA.

- Lead a team to create a virtualized 32 node VMware-ESXi-5.5 hybrid cloud as a refactoring proof of concept solution to eventually virtualize 900 physical servers.

IBM   **2001 – 2004**

Principal Data Architect

- Lead a team of data architects developing data migration strategies in support of data center migrations, relocations, consolidations and disaster recovery across the USA for American Express, The Walt Disney Company and State Street Bank.

- Accomplished Data Center migration, consolidation and disaster recovery replication from clients' centers in Boston, MA and Phoenix AZ to IBM hosting centers across the USA.

BANK OF AMERICA   **1996 – 2001**

Principal Infrastructure Architect

- Lead a team of infrastructure architects developing strategies and managing data center migrations, relocations, consolidations and disaster recovery across the USA. Developed HLD's, LLD's and solution patterns.

- Accomplished Data Center migration, consolidation and disaster recovery replication from New York, NY to Charlotte, NC, New York, NY to San Francisco, CA and Charlotte, NC to San Francisco, CA.

Education

- Bachelor in Computer Information Systems, Columbia College, Columbia MO

- Associate of Arts, Valencia Community College, Orlando FL

Migration & Discovery Tools

- Virima
- Device42
- ServiceNow
- BMC
- Virtana

Certifications

- ITIL v3 Foundation – 2014

- AWS Certified Machine Learning – In progress

- Microsoft Certified Database Administrator (MCDBA) – 2009

- Microsoft Certified IT Professional (MCITP) – 2011

- Microsoft Mastering High Availability, Concurrency and Performance – 2014

- Oracle 10g Administration I & II (OCP) – 2005

- Oracle 8 (OCP) – 2001

- Microsoft Certified Systems Engineer (MCSE) – 2000

Professional Summary

Enterprise and solutions architect professional with varied, recent, and relevant experience in Healthcare IT project management, complex IT architecture, and IT Operations.

- Extensive operational and project-oriented experience in a healthcare IT setting
- Experience with storage dataset migration from DC to DC and platform to platform
- Epic-certified to plan, build, run, & recover Epic's core DB infrastructure
- Healthcare Solutions architect experience mapping technical requirements against standards and business needs to create organizational value
- Extensive IT operational process, best practices, and standards auditing
- Primary architect for storage with various major healthcare vendors including: Epic, Allscripts, McKesson, GE, Etc.
- IT Ops Manager with demonstrated success in creating cost-center value as a leader
- Ability to communicate with technical team members anywhere on the OSI model
- Demonstrated excellent verbal/written communication skills with both technical and non-technical clients and with varied stakeholder types

Professional Experience

THE DAVID-KENNETH GROUP   *2019 – Present*

Enterprise Design Architect
Has completed multiple large-scale migrations and consolidations, responsible for leading overall development of technical strategy and architecture during migration discovery, analysis, planning, and execution phases. Additionally provides deep subject matter expertise in storage and cloud platforms.

Additional Experience

Private   *2017 - 2019*

Enterprise Design Architect
- Served as part of enterprise consolidation selection team as infrastructure/BC/DR SME
- Co-author of corporate cloud strategy roadmap proposal
- Principle architect driving dataset discovery & enterprise storage consolidation
- Co-author of IT infrastructure M&A strategy
- Acting as either a solutions architect, technical architect, or IT consultant on various enterprise clinical, non-clinical, and IT infrastructure projects
- Representing Technical Service silos during contract review
- Participated as part of DC migration team as Storage SME

GE Digital   *2016 – 2017*

Storage Migration Architect

- Represented NetApp to both GE and migration tool vendors in all planning, implementation, and troubleshooting meetings
- Worked with various teams across GE, NetApp, and Affinity to perform layer 1 – 7 discovery of approximately 6.5 PB of data housed on 30+ clustered throughout the world
- Worked with teams to recommend, procure, implement, and use appropriate migration tools

Allegheny Health Network

IT *Technical* Architecture – *EPIC ODBA*   *2012 – 2016*

- Worked with C-level leadership to help them understand impact of storage decisions in terms of both acquisition and operational cost against enterprise PACs solution and **Epic** implementations
- Translated leadership's DR requests, **Epic's** technical requirements, and NetApp/OST architectural philosophies into an operationally sound environment
- Translated **Epic** application requirements into SOWs for various infrastructure needs
- Primary participant in infrastructure bidder's conferences for **Epic**-related infrastructure
- Participating in budget develop around major infrastructure, application, and data center **migration**/consolidation projects
- Led storage team for AHN enterprise **storage migration** to HMBCBS corporate DC
- Led technical project team for new PACs implementation and **dataset migration** to new data center
- Performed **Epic "backup" Cache DBA** duties centered around backup/disaster recovery/new environment rollout/capacity management in Epic production, test, and development environments

West Penn Allegheny Health System   *2010 – 2012*

Storage Architect

- Performed SAN/NAS architecture duties as it pertained to all WPAHS primary storage hardware and software products.
- Reviewed and recommended new hardware/software, reviewed configurations/quotes, and service contract renewals.
- Developed and implemented dataset interviews aimed at partnering with dataset owners in order to correctly define RTOs, RPOs, and SLAs.
- Developed backup and disaster recovery policies and procedures as it pertained to the primary storage infrastructure.
- Developed efficient processes around user and department data that have reduced the needed headcount by 4 FTEs to date.
- Mentored junior storage staff

Convergys   *2007-2010*

TS ENGINEER 2 – NetApp Global Technical Support

Summary: Helped develop NetApp's outsourced operational support model at Convergys and developed 2nd top team for performance cases and 1st top team for SMVI support.

- Accelerate support solutions for worldwide NetApp hardware / software clients; research and resolve escalated issues from General TS Engineers
- Routinely partnered with Professional Services Engineers on various SAN/NAS implementation projects aimed at data center consolidation
- Provided critical assistance to clients, including product recommendations, advisement on best practices, disaster recovery planning, and troubleshooting

- Saved client costs through troubleshooting disk problems, recommendations on improving performance, providing data structure solutions, and education about the technology's best practices
- Utilized diverse knowledge of IT components and operations to quickly diagnose possible sources of challenges as well as to establish credibility with clients
- Frequently selected by management to intervene in client situations demanding exceptional operational and verbal / written communication skills

Certifications

Current:

Certified Project Management Professional **(PMP)**
AWS Certified Solutions Architect
AWS Certified SysOps Administrator
AWS Certified Security Specialty
AHIMA HITPro Certified Implementation Support Specialist
AHIMA HITPro Certified Implementation Manager
Certified **Scrum Master** (CSM)
ITIL v3 '11
Epic Cache on Unix Systems Administrator ('14 – '17)

Past:

VMware Certified Professional
NetApp Certified Implementation Engineer (SAN, BU, DR)
NetApp Certified Data Administrator (7-mode & cDOT)
NetApp Certified Solution Architect in Business Continuity
NetApp Storage Virtualization Accredited Professional
NetApp Accredited Installation Professional
NetApp Accredited Storage Architecture Professional

Professional Summary

Systems Programming professional with thirty-eight total years of experience including support of z/OS, CICS, DB2, IMS/DB and a variety of mainframe hardware platforms including z/12. Twenty years of experience contracting. Broad based business skills including retail, medical, financial, telecommunications, outsourcing, government, and insurance industries. Adept at developing quality working relationships with management, business partners and customers.

- Strong skills in balancing methodologies and business processes to form a distinctive and effective management style.
- Effective at articulating project goals and scope, translating business needs into technical terms, prepare detailed project plans and install shared accountability for achieving project milestones.
- Adept at developing quality working relationships with management, business partners and customers.
- Highly experienced leader with excellent communication skills and a strong technical background.
- Excels at driving projects through all phases of project life: inception, documentation, procurement, deployment, and turnover for monitoring and administration.

Professional Experience

THE DAVID-KENNETH GROUP   **2013 – Present**
Professional Consultant / Mainframe SME

z/OS Consulting Services   **2006 – Present**
Professional Consultant / Mainframe SME

Clients:
Neiman Marcus (4/2010 – present)

- Provided z/OS support as an advising consultant.
- Provide z/OS assistance to help Neiman Marcus obtain the ROC for PCI requirements.
- Implemented TLSv1.2 in FTP, TN3270, and WEBSERV.
- Set up Enterprise Service Bus through CICS WebServices.
- Assisted with implementation of additional CP and zIIP.
- Installed z/OS 2.3

Hancock Whitney Bank (8/2017 – 7/2018)

- Provided day-to-day z/OS Systems Programming support.
- Assisted in moving the Hancock Whitney's Disaster Recovery site to Sungard.
-

Mainline Information Systems (4/2010 – 2/2017)

For City of Fort Worth (4/2010 – 2/2017)

- Provided all z/OS Systems Programming support to the City of Fort Worth including z/OS, and CICS.
  - Replaced VTS/ATL with Bus-Tech Mainframe Data Library
  - Replaced Bus-Tech MDL with EMC DLM1000 and Data Domain.
  - Supported DR exercises using replicated tapes.
  - Upgraded City of Fort Worth to z/OS 1.10, 1.12, and 1.13.
  - Upgraded City of Fort Worth to CICS/TS 4.2.

ONCOR Electric (3/2015– 7/2015)

- Assisted with creating project plan to split ONCOR's data center from EFH into ONCOR's new Data Center.

Symphony Teleca (7/2013 - 9/2014)

- Moved data center from Conway Arkansas to Dallas, Texas.
- Provided z/OS, CICS, DB2, and TCP/IP support.
- Installed z/OS 2.1 and all subsystems.
- Converted all CA, ASG, and BMC to IBM equivalents.
- Attended IBM's MQ Installation, Customization, and Administration Work Shop.

LA County Employees Retirement

- Installed OMEGAMON/z/OS, OMEGAMON/DB2 and OMEGAMON/Networks

State of Indiana

- Installed OMEGAMON/z/OS, OMEGAMON/CICS, OMEGAMON/DB2 and OMEGAMON/IMS

David Kenneth Group, Columbia, So. Carolina (6/2013 - 8/2017)

- Provided z/OS support for a multiple datacenter relocations.

CMC-Americas, Charleston, So. Carolina (7/2014 – 8/2014)

- Planning for a z/OS 1.4 to z/OS 1.13 upgrade.

Trinity Mother Frances Hospital, Tyler Texas (4/2011 – 8/2012)

- Provided z/OS Systems Programming support.

AT&T (9/2009 – 6/2010)

- Assisted with the design of AT&T's Credit Authorization System's Higher Availability Option.

Providence Memorial Hospital (TENET), El Paso, Texas (5/2006 – 2/2009)

- Upgraded the Seimen's Invision System to CICS/TS 2.3.
- Installed z/OS 1.7, z/OS 1.9, z/OS 1.10 and related software.

- Provide on-call support for the z/OS 1.9, CICS TS 2.3 environment.

InfoHealth/Phoenix/JPS Health Network (7/2009 – 7/2015)

- Upgraded the Seimen's Invision System to CICS/TS 2.3 and DB2 Version 8 New Function Mode.
- Installed z/OS 1.8 and related projects.
- Provide on-call support for the z/OS 1.8, CICS TS 2.3 environment.
- Upgraded to z/OS 1.11, 1.12, and 1.13.

USA Consulting (1/2009) – 6/2009)

- Provide on-call support for the OS/390 2.7 environment.

Neiman Marcus   2003 – 2010
Lead Technologist

Provided daily support, installation, customization and problem resolution for CICS/TS, DB2, VTAM, TCP/IP, NCP, and IMS/DB, along with applications support. Support all CICS related software including ABENDAid/CICS, XPEDITOR/CICS, TMON/CICS, and DADS. Provide support for the CICS sockets interface. Provide z/OS and CICS and performance and tuning. Converted all LU 6.2 connections to EE. Installed and set up Ported Tools to use sFTP and SSH, along with converting all in network FTP's to use SSL to conform to PCI requirements.

Independent Consultant (July 2003-September 2003)

Responsibilities: Provide daily support, installation, customization and problem resolution for CICS/TS, DB2, VTAM, NCP, and IMS/DB, along with applications support. Support all CICS related software including ABENDAid/CICS, Xpediter/CICS, TMON/CICS, and DADS. Provide support for the CICS sockets interface. Provide OS/390 and CICS and performance and tuning.

Logical Resources, Inc   1987– 2003
Independent Consultant

As a consultant for Logical Resources, Inc, my duties included accomplishments at various clients (see accomplishments, above)

- JPS Health Network (Tarrant County public Hospital)
- Trinity Mother Frances Hospital - Tyler
- Saks 5th Avenue
- Burlington Resources Oil and Gas
- Pioneer Life Insurance Company
- Wake Medical Center
- Southwestern Bell Mobile System
- Providence Memorial Hospital – El Paso
- William Beaumont Army Medical Center – El Paso.

- City of Fort Worth
- FoxMeyer Drugs
- Neiman Marcus
- Transport Life Insurance Company
- City and County of El Paso.
- City of Grand Prairie, Texas.

Zale Corporation   1984– 1987
MVS Systems Programmer

MVS Systems Programmer (February 1987 – July 1987)

As MVS Systems Programming Manager my responsibilities included supervision and review of ten Systems Programmers responsible for the installation and maintenance of all software. Software included MVS/XA, DFP, SYNCSORT, TSO/E, ISPF/PDF, SDSF, ABENDAID, ACF2, CAPEX Optimizer, COMPAREX, DYL-260, DYL-280, FAVER, IDMS, INTERTEST, OMEGAMON, PHOENIX, PDSMAN, DYL-280, SAS, UCC-1, UCC-7, UCC-7-RPT, UCC-11, VERIFY, GDDM, INFO, SMP/E and all communications-related software

VTAM/CICS Systems Programming (August 1984 – February 1987)

As VTAM/CICS Systems Programming Manager my responsibilities included supervision and review of a group of five System Programmers supporting six production CICS regions, and a network consisting of 600 local terminals, 800 remote terminals, 3 RJE sites and a switched network of 24 lines. Software responsibilities include installation and maintenance of CICS, VTAM, NCP, NCCF, NPDA, NLDM, NPM, IDMS, IMS/DB, ROSCOE, INTERTEST, Verify, OMEGAMON/CICS and ADCS.

City of Fort Worth TX   1984– 1986
Independent Consultant

Responsibilities: As a consultant to the City of Fort Worth, on second shift, my responsibilities included the installation of VS/1 7D, CICS 1.6 and project manager for a conversion from VS1 7D and BTAM to MVS/1.3.4, JES2, VTAM and TSO

Gearhart Industries   1982– 1984
Systems Programmer

As an MVS System Programmer, my responsibilities included project management for the installation and conversion of MVS/SP 1.3.0 to MVS/XA 2.1.2 and DFP/XA 1.2. Also included were the installation of SMP/E, VTAM V2, DF/DSS, DFDS, UCC1, UCC3, UCC7, TSO/E, ISPF/PDF and the conversion of all catalogs to ICF.

ACCOMPLISHMENTS

- Received two Outstanding Achievement awards and nominated for Employee of the Year at Neiman Marcus for the Information Services Department.
- Installed/Upgraded from DB2 Version 5 to Version 7. Then Version 7 to Version 8.1, Version 9.1, then to Version 10.1 at Neiman Marcus.
- Assisted with the planning, design, installation and implementation of z/OS 1.8, z/OS 1.10, z/OS 1.11, and z/OS 1.12 and all related software products at Neiman Marcus.
- Installed, tested, and implemented CICS TS 4.1, DB2 Version 9.1, IMS/DB Version 10.1, CICS Web Interface, z/OS versions of: FILEAid/IMS/DB2, ABENDAid/FX, XPEDITOR TSO/CICS, DADS, PANVALET/ISPF, TMON/MVS/CICS at Neiman Marcus.
- Provided supervision (as Technical Services Manager) for systems programming staff for Pioneer Life Insurance (through LRI). Was responsible for the installation and maintenance of a OS/390, VM, VSE, VTAM, NCP and CICS.
- Provided coordination of the software portion of a move of data center from Lombard to Rockford, Illinois, and the movement of a remote NCP to a locally attached 3745 for Pioneer Life Insurance (through LRI).
- Upgraded Seimen's Invision System to CICS/TS 2.3 and from DB2 Version 7 to DB2 Version 8.
- Project Managed conversion from VSE/ESA to OS/390 for Wake Medical Center.
- Designed SYSRES/Catalog structure for z/OS implementation at Neiman Marcus. Responsible for installation, testing, and implementation of z/OS 1.4 and planning for z/OS 1.6 at Neiman Marcus, also z/OS 1.7 – z/OS 1.13.
- Provided supervision and project management to two major operating system upgrades at Burlington Resources (contracted through Logical Resources, Inc.). These upgrade were from MVS 4.3 to OS/390 2.4, and then to OS/390 2.9, and included new versions of VTAM, NCP, TCP/IP, CICS, ADABASE/NATURAL, and DB2.
- Responsible for connecting multiple AS/400's to the network (and providing daily support for those AS/400's and the related SNA connections) for Pioneer Life Insurance (through LRI).
- Installed, customized and maintained RPCEXEC (UNIX to LU 6.2 software) for Southwestern Bell Mobile Systems (through LRI).
- Installed and maintained CICS Version 4.1, TMON/CICS/ESA, INTERTEST, and BGS-GT for Southwestern Bell Mobile Systems (through LRI).
- Responsible for installation of OS/390 2.10 and related software at Providence Memorial Hospital – El Paso (through LRI). Provided daily OS/390 support including VTAM, CICS, Operating System and Storage Administration. Also implemented DF/SMS and implemented DF/HSM.
- Installed, customized and implemented OS/390 2.8 for the City of Fort Worth. (through LRI). Also responsible for the upgrade to OS/390 2.9. Also installed, implemented, and provided daily support for CICS 4.1 and CICS/TS.
- Installed, customized and implemented GENTRAN for the AS/400 (as Systems Programming Manager (at FoxMeyer Drugs through LRI).
- Completed software portion of the move of a data center in California to Texas for Neiman Marcus (through LRI). This included supervision to two Systems Programming staff. Also managed the project of moving the SNA network from a remote NCP, to a locally attached 3745.
- Provided management of the software installation portion of a conversion from DOS/VSE 1.3.5 to MVS/XA 2.2 at Transport Life Insurance Company (through LRI). Also supervised the installation and implementation of RACF for both an MVS and CICS environment. Completed RACF administration/setting up new profiles. Also produced

capacity and performance studies for the MVS/XA System and the VM/VSE environment. The results of the study were recommendations to improve VSAM, CICS and MVS performance.

EDUCATION

- Bachelor of Arts, University of Dallas

TECHNICAL CERTIFICATIONS & KNOWLEDGE

- IBM Assembler
- REXX
- SAS
- PL/1
- COBOL
- FORTRAN
- ADABAS/Natural
- ROSCOE
- OS/390
- MVS/ESA,
- MVS/SP
- OS/VS1
- VSE/ESA
- VM//ESA
- OS/400
- JES2
- ACF/VTAM
- ACF/NCP
- CICS
- ADCS

- IMS DB
- DB2
- INFO/MVS
- INFO/MGMT
- INFO/ACCESS
- ISPF/PDF
- NETVIEW
- NCCF
- NPDA
- NLDM
- NPM
- PS/370
- RMF
- SDSF
- SMP/E
- TSO/E
- TCP/IP
- IP Printway
- TSM
- DF/HSM

- OMEGAMON/CICS
- MainView CA1
- TLMS
- UCC3
- CA7
- CA-Schedule
- CA11
- Zeke
- Zack
- Zeb
- DFSORT
- DMS/OS
- SYNCSORT
- DF/DSS
- SAS Graph
- VPS
- STROBE
- ACF2
- RACF
- IBMLink

- VSPC
- SPM II
- WYLBUR
- DSPRINT
- JES328x
- CL/Supersession
- ABENDAid
- ABENDAID/CICS
- NETMAN
- NETSPY
- SMARTTEST
- IPCP
- Phoenix Preference
- Pie-CICS
- TOP SECRET
- OPCA
- LIBRARIAN
- DF/SMS

- Verify
- CA-Optimizer
- ABENDAID
- INTERTEST
- OMEGAMON
- EXPEDITER
- PANVALET
- EREP
- DATALINK
- ENDEAVOR
- Stop X37
- Interlink TCP/IP
- FDR
- BETA 42
- SCLM
- DISOSS
- MS Office Suite
- MS Project
- Powerpoint
- Visio

Professional Summary

Mike is a highly accomplished Network and Security engineering professional with fifteen plus years of experience in designing, deploying, migrating and supporting critical redundant networks and data centers. Mike is an expert at leading complex multistage projects. Proven ability to manage all phases of project life: inception, documentation, procurement, deployment, and turnover for monitoring and administration. His areas of expertise include; network design and development services to facilitate Fortune 500 clients and their large scale data-center migrations, leading design meetings with clients and vendors to achieve zero-to-minimal downtime network implementations and application and services migrations.

- Outstanding mentoring skills.
- Exceptional technical-to-business communication skills.
- Strong analytical and problem solving skills utilizing logical and systematic approach.
- Ability to work as a team member or individually.
- Proven leadership skills.
- Excellent presentation skills (MS PowerPoint and MS Visio).
- Capable of making critical decisions while under pressure and assuming responsibility for results.
- Excellent writing and verbal communication skills.

Professional Experience

David-Kenneth Group   2013 – Present
Network Engineer

Provides network design and development services to facilitate Fortune 500 clients and their large scale data-center migrations.

- Lead the design effort for a large University systems new colocation data center design. The effort required a rigorous vendor selection phase from the perspective of a vendor neutral network design to determine the best technology fit for NYU's overall network design.
- Collected information on all applications and services to determine the overall network and security requirements. Moving forward with the design.
- Utilize Cisco Application Centric Infrastructure (ACI) to provide seamless integration into the complex environment which resulted in increased operational efficiencies, delivering network automation and improving security for the clients on premise data centers, private, and public cloud infrastructures.
- Services include vendor/VAR and technology selection, security modeling, business case development, and client migration strategy education.
- Develop mid-migration and end-state network designs and transition planning.
- Document application/network dependencies for migration strategies, focusing on minimal disruption to financial systems operations.
- Provide analysis and best practices for migration success to client's vendors.
- Lead design meetings with clients and vendors to achieve zero-to-minimal downtime network implementations and application and services migrations.
- Identify areas of cost savings and make recommendations to keep projects on or under budget.
- Coordinate testing and network validation efforts with vendors and clients.
- Participate in new David-Kenneth business development efforts, including pre-sales discussions, quote development, and RFP development activities.

General Dynamics Information Technology   *2002-2013*
Lead Network Engineer / Network Infrastructure Architect

Managed a team of seven engineers responsible for the Network/VoIP/Security operations for US Army Central Command (ARCENT) located at Shaw AFB, SC. Develop, document and publish engineering standards and proposals or recommendations for network designs and engineering changes. Develop options, recommendations and associated cost benefits and implement cost effective solutions. Work closely with clients, vendors, and other technical staff to analyze business and technical requirements. Research, evaluate, & recommend new tools and technologies. Assess emerging network technologies & make recommendations to IT management. Services include vendor/VAR and technology selection, security modeling, business case development, and client migration strategy education.

- Principal architect and technical lead on new ARCENT Network at Shaw AFB. Designed and deployed new network architecture in support of ARCENT Headquarters move from Fort McPherson, GA to Shaw AFB, SC. Lead all phases of the project from inception to production – planning, coordination, implementation and validation. This was a $17 million project that involved data center design, IP address schema design, VoIP, Video and the migration of 3000+ users and 300+ servers. Worked closely with Cisco Sales team and lead a team of 10 engineers. Project was completed on time and under budget.
- Technical lead for a GDIT consulting project for the Center for Disease Control (CDC). Project scope included creating concept, overall design, detailed diagrams and migration plan documentation for consolidating remote access and VPN solutions.
- Technical lead for Camp Arifjan Network base infrastructure build out in Kuwait. Designed and deployed new network base core, distribution and access layer switch infrastructure in support of ARCENT Headquarters deployment to Camp Arifjan, Kuwait.

Zyman Marketing Group   *6/2001-11/2001*
Networks/Systems Administrator

- Provided network / system administration for a fifty user consulting firm. Designed and implemented the Windows 2000 Active Directory environment.
- Developed the network security infrastructure, utilizing Cisco PIX And VPN solutions.
- Managed daily backups / data archiving using scripting and Veritas Backup solutions.
- Responsible for the day-to-day network administration and troubleshooting.

LightNetworks, Inc.   *2000-2001*
Network Engineer

- Managed LightNetworks' LAN/WAN Cisco Networks between primary campus location and three remote offices.
- Provided administration of two Axent Raptor Unix 6.0.2 running Sun Solaris 2.6.
- Project Lead for Data Center design layout.

dkGroup
DAVID KENNETH

Utilipro, Inc.   **1998-2000**
Network Engineer

- Managed Utilipro's LAN / WAN Cisco Networks between the primary and two remote sites.
- Maintained Utilipro's Raptor Firewall 5.0.3 running Sun Solaris 2.6.
- Provided third level support and training to the Helpdesk Support staff.

Accomplishments

- Lead Network Infrastructure Architect on data center consolidation project for major media organization. Objective is to consolidate 165 sites into 2 world-class data centers.
- Technical lead on VDI Implementation Project. Replace then current 2000+ Citrix Thin Client Infrastructure with VMware View 5.0 using Wyse Zero Clients.
- Technical Network Lead on Cyber Command Readiness Inspection (CCRI). CCRI conducted a formal inspection covering every security aspect of networking from desktop vulnerabilities to Security Technical Implementation Guides on Routers and Switches. ARCENT network passed with excellent rating.
- Designed and deployed Pentagon DoD VPN infrastructure for ARCENT. Using Cisco 2951 routers to deploy IPSec tunnel infrastructure between the Pentagon DoD networks and ARCENT networks worldwide.
- Principal architect and technical lead on new ARCENT Network at Shaw AFB. Designed and deployed new network architecture in support of ARCENT Headquarters move from Fort McPherson, GA to Shaw AFB, SC. Lead all phases of the project from inception to production – planning, coordination, implementation and validation. $17 million project that involved data center design, IP address schema design, VoIP, Video and the migration of 3000+ users and 300+ servers. Worked closely with Cisco Sales team and lead a team of 10 engineers. Project was completed on time and under budget.
- Designed and deployed FCoE implementation for Server Virtualization Project. Design is based on Cisco Nexus 1000v, Catalyst 3130 Blade Switch, Cisco Nexus 5020 switches and 10G CNA cards for blade and rack servers.
- Technical lead on Network Backbone Upgrade project. Successfully achieved main goal of the project: eliminate single point of failure of key network components and create highly scalable infrastructure increasing bandwidth while utilizing existing cabling. Implemented migration from Cisco 6509 Sup 1A (CatOS) to Cisco 6509 Sup 32(IOS) for all access layer switches.
- Technical lead on Network Core Upgrade project. Implemented migration from Cisco 6509 Sup 2A (CatOS) + MSFC (IOS) to Cisco 6509 Sup 720 (IOS) with VSS architecture.
- Technical lead on Firewall Environment Upgrade Project - multiphase high budget effort to migrate ARCENT headquarters firewall environment from PIX500/VPN3000 to ASA5500.
- Upgraded Data Center infrastructure from (6) Cisco 3550-12T + (2) Cisco 2651XM Routers (HSRP) to Dual Sup 2A Cisco 6509 solution.

Technical Skills

Hardware:
Cisco Routers: 2800, 2900, 3800, 3900, 7200, ASR 1000
Cisco Switches: 3130, 3750, 3850, 4500X, 6500, 6800
Cisco Firewalls: ASA 5500 v.7.0 - v.9.2, 5500X v9.1-3
Cisco Nexus switch family: 1000v, 2000, 5000, 6000, 7000

Software:
Cisco CatOS, IOS, NXOS

Cisco Secure Access Control 3.0, 4.0. 5.2
Cisco Unified Communications Manager 4.3, 7.1, 8.0
Windows and Apple OS operating systems

Cisco Servers: UCS B-Class, C-Class
Bluecoat ProxySG and ProxyAV Appliances

Solarwinds Network Performance Monitor
Ethereal/Wireshark

Protocols and Services:

VPC, OTV, EIGRP, BGP, OSPF, STP, VTP, HSRP, GLBP, VRRP, IPSec, NAT/PAT, FCoE, DMVPN, GRE, TACACS+, RADIUS

Education

CCIE Data Center: Nexus NX-OS Primer	INE	Online Class
CCIE Routing & Switching Advanced Technologies	INE	Online Class
Cisco Nexus 7000 and 5000, 2011	World Wide Technology	Atlanta, GA
Cisco Unified Computing Systems, 2011	World Wide Technology	Atlanta, GA
Cisco Live (Networkers) 2004-2009	Cisco	Various Locations
Bluecoat Proxy Basic and Advanced, 2009	Fishnet Security	Atlanta, GA
Configuring BGP on Cisco Routers, 2004	Global Knowledge	Atlanta, GA
Cisco Secure PIX Firewall Advanced, 2002	Global Knowledge	Atlanta, GA
CCNA - Cisco Certified Network Associate, 2000	MTI	Atlanta, GA
Raptor Firewall NetGuard, 1998	Sun Security	Los Angeles, CA

Served in the US Army as an Intelligence Analyst (MOS: 96B) from 1992 to 1996. Discharged from the Army with an Honorable Discharge.

PacketEx

Professional Summary

I am well versed within layer 1, layer2, and layer 3 network topologies. I have worked extensively with cisco hardware, where he has designed, configured, and solved network issues through troubleshooting. Samuel has also worked heavily within enterprise routing protocols, such as BGP, EIGRP, and MPLS. I currently hold multiple active certifications, ranging from CCNP to Security+ CE.

Education and Certifications/Courses

M.S., Network Architecture: *Capella University*	07/10
B.S., General Information Technology: *Capella University*	06/08
A.A.S., Computer Networking Technology: *Hinds Community College*	05/03
A.A.S., General Program of Studies: *Hinds Community College*	05/03
Directory Services Training – *Fort Gordon, GA*	04/06
IA Network & Resource Management Training – *Fort Gordon, GA*	04/06
Network and Computer Security Training – *Fort Gordon, GA*	05/06
System Administration/Network Administration – *Fort Gordon, GA*	05/06
VoIP Cisco Equipment Training – *Fort Gordon, GA*	06/06
Brocade Training – Camp Phoenix, *Afghanistan*	04/11
Implementing Cisco Voice Communications and QoS v8.0 – *Global Knowledge, Dubai*	09/11
BlueCoat ProxySG – Holiday Inn Express, *Sumter, SC*	03/12

Certifications:
- CCNP
- CCDP
- CCNA
- CCDA
- BCNE
- Security+ CE
- Network+
- A+

PacketEx

Key Skills

Operating Systems: *Windows 2000/2003/2008, Intermediate user of Linux*

Hardware: *Cisco (Call Manager), Dell, HP, Extreme, Brocade, 3Com, VSAT, COMPAQ, ASUS and TYAN server motherboards, Steel Head, Sidewinder*

Software: *Visio, Project Manager, ACS4.1/5.2, NCM, SolarWinds, HP Openview, Microsoft Office Suite, Open Office, Traffic Explorer, PuttyCM, One Note, TACLANES, GEM-X, Spectrum OneClick, WireShark,ASDM...etc.*

Professional Experience

PacketEx   DEC 2013 to July 2019
Owner/CEO/Independent Contractor

- Configured Cisco 2900/4300 series routers 2950, 2960 and 3750 series switches and 2500 series wireless LAN controller and 2600 series access points.
- Support client's branch offices ranging from upgrading networking devices, increasing/decreasing networking devices at each location, configure network and firewall devices, logistics, troubleshooting of those devices if required, created Visio diagrams of the current and future network layout, worked with project managers to ensure timely orders and delivery of equipment and attended weekly and daily progress meetings.
- Configured Riverbed (WAN accelerator) devices.
- Worked as a SME to provide technical oversight for a banking client who was introducing new equipment to their network.
- Installed and configured routers and switches at two datacenters to connect the remote site over a circuit. The routers are running OTV to extend the LAN over the circuit.
- Successfully assisted a bank reIPing their branch offices and prevented the isolation of one of their largest branch offices.
- Configured 5 sets of 7 foot of racks fully loaded with Cisco equipment, F5s, Inblox, McAfee appliances and other appliances that would be used at international locations as DMZs.
- Configured and troubleshot the Riverbed (WAN accelerator), F5, McAfee web gateway, Blue Coat, Fire Eye and Gigamon.

Mandex, North Charleston, SC   July 2019 to Dec 2019
Network Engineer

- Supporting SPAWAR and the Defense Health Agency in efforts in the area of Military Health Systems (MHS) wired and wireless network.
- Performed wireless site surveys by using a laptop with special software to gauge the signal strength in and around buildings.
- Performed site surveys of communication closets by gathering information on the number of switches, number of patch cables, active ports, UPS run time, current power usage, and AP connections.
- Installed new and/or old switches into existing or new buildings.

- Configured new installs to work with the current network.
- Troubleshot the as needed to get the user back online as quickly as possible.
- Upgraded software when required.
- Documented findings and sent it to the site lead.
- Network equipment consisted of Cisco or Brocade switches
- Performed hardware diagnostics on Cisco and Brocade switches for verification
- Installed new hardware in preparation of new install or upgrade of the network

Cisco   AUG 2014 to APR 2015
Network Engineer/Support

- Support consisted of but is not limited to NAT (Network Address Translation), routing protocols, multicast and split-DNS.
- Products supported consisted of but not limited to ASRs, Nexus series, 6500s, and 3900s.
- Supported various customers by assisting in troubleshooting, configuration, and technology education.
- Worked alone and with other engineers to resolve customer's issues ranging from simple technology education/configuration to resolving complex design issues.
- Worked with engineers with other organizations in different countries.

KSH Solutions   MAY 2014 to SEP 2014
Infrastructure Engineer

- Troubleshooting network connection issues starting with the firewall and verifying routes in the VPN (Virtual Private Network) router.
- Enable network connections on the Palo Alto firewalls by allowing traffic to flow thorough based on layer 3 and layer 4 configurations.
- Resolve issues pertaining to access to both local and remote resources.

KSH Solutions   JUL 2013 to MAY 2014
Network Engineer

- My role was to support both Cisco and Juniper routers.
- The core customers consist of hospitals for all branches of the military all over the world and the VA hospitals.
- My primary role is to resolve any network connectivity issues based on the outcome of the troubleshooting steps.
- Documenting issues that I find during my monthly checks and resolving them.
- Assists with upgrades by making sure that the routes are added to the routers and the peers are properly configured so that the routes are shared.
- Followed directions of any IAVAs that required the upgrade of the file system (Juniper) and IOS (Cisco).

Tribalco, JNCC-A, Bagram, Afghanistan   NOV 2012 to MAY 2013
Network Engineer
- Work projects to improve network performance for not only internal but external users.

- Troubleshoot issues with other sections to help pinpoint the actual issue or to disprove the possible cause.
- Implemented QoS on WAN routers under my control and have rate limited traffic coming from the LAN going to the WAN.
- Advised military personnel on procedures and best practice when implementing, removing, upgrading, and/or configuring current or new equipment on the network.
- As a team member, performed the assigned tasks and duties to ensure that all projects where completed before or on time.
- Troubleshoot numerous WAN congestion issues that were created by different technologies that required a different resolution for each.
- Redesigned the BGP and MSDP topology to reduce the configuration and improve network flow and PIM to resolve multicast issues.
- Experience working with EIGRP, TACLANEs, DMVPN and using route maps to influence routes. This is the exact same position just under a new contract.

SAIC, JNCC-A   MAY 2012 to NOV 2012
Network Engineer
- Handled many projects ranging for NTP to EIGRP standardization for routers and firewalls.
- Worked with multiple organizations both inside and outside of Afghanistan to standardize management of WAN devices.
- Worked very closely with the firewall team to ensure that traffic is being properly routed but also allowed for various reasons pertaining to management.
- Provide support to sites in a break fix role and use various tools to locate possible issues before they become known to the customer.
- Made recommendations to leadership on how we should move forward with disaster recover or suggest alternate solutions based on the current technology or situation.
- Created, modified, and troubleshot access control lists (ACLs) to deny or allow traffic. Updated IOS on 3800 series, ASR 1002, and TACLANs.

L-3 STRATIS,, AFCENT NOSC   MAR 2007 to MAY 2012
Network Technician
- Resolved various issues ranging from network connectivity issues, network resources issues and exchange issues.
- Create ACLs on numerous firewalls to allow access to devices or services on different networks or that connect to the Internet.
- In-depth knowledge troubleshooting network connectivity issues of applications when traffic must traverse the firewall to connect to the remote host.
- Work with members of the Operations Floor to troubleshoot numerous issues ranging from internal and external connection problems to resources not being accessible.
- Created detailed notes that are entered into the tickets so anyone continuing troubleshooting will be able to pick up where left off.
- Provide technical training to both new contractors and airmen on various subjects ranging from the basics of AFCENT networks, policies, and firewall theory.
- Proactive in finding and resolving issues before they become a known issue.
- Communicated my findings to the chain of command so they will have situational awareness so they can manage the issue if required.
- Communicated with members of the NEST on issues and how devices are setup to work on the network.

- Call sites to perform tests on circuits when issues are found on those links. The tests that are ran are both local and remote loopback tests.
- Work with sites when links are down due to crypto dropping because of an incorrect key or expired key.
- This may require the site to update the crypto key on the TACLANE or reset the key to re-establish the connection.

US Army JNCCA   JAN 2011 to JAN 2012
Lead Systems Engineer
- Worked with organizations and personnel to complete a common goal within the Combine Joint Operations Afghanistan (CJOA) domain.
- Visited with Regional Commands (RC) to inform them of who we are and how we are here to assist them with their projects.
- Followed the Joint Network Control Center – Afghanistan (JNCC-A) Voice over Internet Protocol (VoIP) projects starting from the planning stage to completion.
- Support both internal and external missions by coordinating with different military branches to gather or disperse resources.
- Worked closely with both Air Force (USAFCENT NOSC) and Marines to resolve any networking and VoIP issues.
- Plan and provide support to Forward Operating Bases (FOBs) by overseeing projects and working with organizations such as DISA and CENTCOM.
- Write procedures on how and why equipment should be installed, standardize permissions within the CUCM, and coordinate with different organizations on moving equipment from one site, country or continent to another.
- Configured TACLANES to complete a secure circuit between multiple sites.
- Worked with the network and VoIP team to make sure that the router or switch followed the DISA STIG when being configured for network connectivity. *(One-year active military duty)*

Hinds Community College   AUG 2002 to MAR 2007
Network Engineer
- Resolved all networking issues from classroom connectivity, campus connectivity to connectivity to the Internet.
- Test new equipment before placing it on the network and give reports on how the school can or cannot benefit from it.
- Install new servers in classrooms and connected them to the network.
- Setup Active Directory with group policies and worked with profiles.
- Provide sound advice based on experience and knowledge concerning upgrades.

Hinds Community College   SEPT 2000 to AUG 2002
Computer Technician
- Provided onsite support to end users on Hinds campuses for both network and non-network related issues.
- Configured Windows 9x/NT/2000 and XP to connect to the Hinds network for both the student and administrator side.
- Performed troubleshooting on connection issues, hardware/software issues, and also removed viruses.
- Installed hardware and software on location or transported the computer back to the office to resolve the issue or issues for a computer.

- Configured and connect Macs to the Hinds domain for Internet access.
- Installed Windows 2000 Server and connected all local machines to it.
- Connected and shared the network printer to the workstation in the lab.
- Installed Active Directory, configured Group Policy for one Organizational Unit, and linked the Group Policy to all seven.
- To remove spyware installed on computers third party software was used and third-party software was used to remove dead end keys in the registry.

Chief Networking Advisor – Owner   AUG 2001 to MAR 2006
PC Support & Consulting
- Suggested possible solutions to small business owners and home users on networking and Internet connection issues.
- Installed and re-installed Windows 9x and connect/reconnect them to the network and printer.
- Built wireless peer-to-peer networks with Internet connection protected by both a software firewall and wired/wireless router.
- Built server-based networks with various Windows OSes and setup accounts and users home folders.
- Setup a 2000 Professional peer-to-peer network and implemented policy editor on the user account without it affecting the administrator account.
- Performed site survey for Northside Hospital in Atlanta for possible installation of wireless solutions.
- Oversaw the setup, installation and configuration of 3 Windows XP workstations and a 2003 server.
- One workstation is setup at a remote location approximately 60 miles away using Remote Desktop to access the server.
- Upgraded company and home user's computers operating systems from 95 to 98 and 98 to XP, upgrade BIOS and RAM.
- Made suggestions for future upgrades and give classes on preventive maintenance.
- Kept records of client network layouts and provided them with a copy of the information detailing passwords, user accounts, software installed and work completed.
- Taught basic computer classes to small and medium size groups concerning how to use and buy computers.

Wireless Teknologies   FEB 2000 to JUL 2000
Senior Field Technician
- Senior technician responsible for installing wireless solutions into existing and non-existing networks.
- PCI and ISA adapters were installed into towers and PCMCIA cards into laptops computers.
- Configuration was performed to wireless computers to be connected to the network.
- Accurate records of equipment and network configuration were kept. Provision was provided for end users of both wired and wireless topologies.
- Site survey was performed to ensure that all computers would receive the best possible signal from the access point.
- In charge of maintaining the office network, adding user accounts and placing them in the correct group.
- Configured and connected new computers to the wireless network.
- Precise information was kept on the layout of the network and information about each machine.
- At CMMC emergency rooms, wireless devices were installed to provide doctors the freedom to move around without being disconnected from the network.

Professional Summary

- **Leadership:** When you need a plan and your team is anything but. 10+ year track record of successful delivery while showing organizations how to take smart risks, make hard decisions, focus on what's important, and work together as a team.

- **Communication:** You shouldn't have to ask or wonder. No surprises, novella e-mails, or endless recurring meetings. What you need to know when you need to know it supported by a detailed plan and meaningful, actionable metrics.

- **Execution:** Halfway done but nothing to show for it? Drives early & frequent tangible results you can put in your hand. Specializing in high-stakes recovery, knows how to perform "doing" and "planning" at the same time.

Professional Experience

THE DAVID-KENNETH GROUP   *2011 – Present*

Vice President, Professional Services

Delivery

- Delivered all DKG projects on or under budget
- Performed true zero-downtime migrations with billions of dollars and human souls at risk
- Delivered AgFirst one month early under budget
- Delivered extra datacenter consolidation for Northrop Grumman on existing timeline and budget (9 versus 8 planned)
- Migrated both datacenters for Bloomberg BNA to Tier 3 active-active colo infrastructure
- Consolidated Omnicom's many disparate agencies into two regional multi-tenant facilities including international sites
- Led planning and migration of top-10 US Bank with >200B in assets

Administrative

- Created full migration process library & templates
- Hired all delivery staff and put organizational structure in place
- Built custom recruiting process to accelerate acquisition of high-talent individuals
- Defined governing company values and culture
- Defined corporate operational policies
- Implemented advanced timekeeping and financial reporting support systems
- Author of multiple whitepapers

Recognition

- Client's migration success presented at Gartner (Omnicom)
- Directly recognized by AgFirst CEO
- Requested by name for multiple clients

APS Healthcare   *2008 – 2010*
PMO Director

- Planning and execution of multiple large scale state-wide programs
- Planning and execution of multiple corporate infrastructure upgrades
  - Call Management System (CMS), Disaster Recovery (DR), Enterprise Desktop Upgrades, Encryption, Enterprise Project Management System (EPM), Time Capture & Reporting
- Delivery of over 100 projects annually
- Ground-up redesign of PMO including process design, team building, and organizational integration
- 80% reduction in client implementation time, 50% reduction in stand-up time of new clinics
- $1MM Annual savings via elimination of PM consultants and consolidation IT PMO/Business PMO
- Planning and execution of Enterprise Data Warehouse (EDW) w/Business Intelligence Center
- Reduced offshore costs, licensing, and lock-in via vendor transition

U.S. Dept. of Education   *2008*
Senior Consultant

- Migrated entire DoED data center from MD to TX (forklift/swing mix)
- Planned and delivered multi-million dollar contract to upgrade DoED EDCAPS System in 45 days (high-availability financial and management records)
- Achieved FISMA ATO certification for DoED systems by addressing security findings in under 60 days
- Planning and execution of DoED physical network and VoIP upgrades for over 30 department locations
- Planning and execution of DoED Identity Management and Assurance plan (IDM) including logical access, remote access, and disk encryption

Epic Learning System   *2007 – 2008*
Director of QA & Production

- Recovered company's flagship platform development effort
  - Assembled and trained stateside 20-man team in 48 hrs
  - Rebuilt the 3 month effort in 3 weeks
  - Recovered for $100K less than failed vendor contract
- Successfully deployed first major rollout of 50,000 users, equipment, and training
- Created repeatable process to handle high-volume monthly delivery of university-level courseware, supported by a trained procedurally mature team
- Selected by VP to perform cross training of new Mumbai India outsourcing partner
- Instituted lightweight development management tools
  - Bug Track, Knowledgebase, and Wiki developer documentation
- Received multiple performance awards and recognitions

Wiggs Holdings   *2004 – Present*
Owner/Founder

- Established highly successful & scalable business
- Developed revolutionary new arbitrage process (yielding $260K annual net increase)
- Expanded recurring revenue base by 320% in 18 months
- 18% Direct ROI

Texas Instruments   *2001 – 2004*
Product Development Manager

- Recovered schedule on division's first system-level offering

- Stopped rollout of uncompetitive offering prior to fab tooling (saving millions)
- With 98% of market, introduced small incremental updates like case color to increase sales without cannibalization
- Provided customer grant writing support (generating over $1MM in additional sales)
- Presided over division's most profitable year in history

JP Mobile   *2000 – 2001*

Senior Project Manager

- Overhauled Hyderabad India office (quality increase, 33% cost savings)
- Planner and liaison to high-profile clients (e.g. Yahoo!, NYSE)
- Curtailed customer scope creep via use of acceptance criteria
- Established and led the PMO
- Built functional IM proof-of-concept for asynchronous paging networks
- Standardized sales process & pricing procedures for product branding

Education

| 2004 | MBA, University of Texas, Dallas (Business Administration) |
| 1999 | BS, Texas A&M-Commerce (Computer Science & Math, Double Major) |

Certifications & Clearances

2008	i6C, U.S. Federal Security Clearance
2008	i5C, U.S. Federal Security Clearance
2001	PMP, Certified Project Management Professional
1999	Secret, U.S. Department of Defense Clearance

Professional Summary

Accomplished Project Management Leader with proven results successfully deploying complex mission-critical enterprise solutions for government and commercial clients. Demonstrated ability to lead and manage multiple teams up to 50 plus personnel, vendors and solution capabilities, including: Cloud Deployments and Data Center Migrations, Cloud Readiness Assessments (Platform and Application-focused), VoIP, and Cyber Security. Proficient working in start-up companies to large enterprises.

I am a pragmatic leader with a history of actionable recommendations and successful results. My strong technical knowledge has always been a tremendous asset as it enhances my excellent communication and organizational skills. I have used these skills to foster strong relationships with my customers allowing them to feel confident in recommendations of new products and services. Executives that I have served recognize that while I maintain strict attention to detail, I understand and respond to the big picture. Those who have supported my projects know that I work tirelessly to clear roadblocks and ensure their individual success.

Employed with David-Kenneth Group for over 5 years, having led projects for over 20 years in total. Led cross-functional teams totaling 15 years and completing 11 migration projects, 7 Data Center Consolidation & Transition projects and 6 Transition Projects from initiation to close-out. Many of these projects included all or most of the components used for data center relocations.

Expertise in: Project Management, Scrum/Agile, Six Sigma and ITILv4

Professional Experience

THE DAVID-KENNETH GROUP   2015 – Present
Project Manager

- Facilitated discovery and documented the definition of a target colocation network environment for large University system
- Facilitated Workshops to gather information to define organizational and operational requirements
- Created a technical business requirement proposal documenting the Stakeholders vision for the future state of the company.
- Coordination and Delivery of High and Low-Level Designs for Colocation High-Performance Compute environment.
- Created an implementation plan to adhere to Stakeholder organization and operational requirements.
- Discovery and Analysis for a Lift and Shift Data Center Migration for a large National Laboratory
- Coordination and Delivery of High and Low-Level Designs for a Lift and Shift to the customer's Target Data Center.
- Creation of Migration Move Groups and targeted migration timeline for Lift and Shift.
- Facilitated Rack Elevation designs for target Data Center.
- Established Migration Test planning following Stakeholder requirements.
- Managing successful migrations of critical production and contingency servers with no impact to business.

- Optimize data center consolidation by employing various migration strategies; such as virtualization, seed swing migration, fork-lift migration and server consolidation.
- Leading the triage team on migration weekends to ensure prompt resolution of all issues and successful migration.
- Collaborated to develop Project Management Office methodology and documentation to streamline project submission and implementation.
- Implemented a dashboard tool using Salesforce to track progress of migrations & project phases.
- Leading migration team calls to coordinate SME's, Executives, Application Owners, Vendors and Operational personnel
- Assessing application and infrastructure inventories to create detailed Project plans and Runbooks for successful migrations.
- Coordinating & Presenting migration plans to clients Change Management Board
- Communicating regularly with senior management, technical and non-technical personnel to build effective cross-functional teams and ensure accuracy, consistency, problem solving and on-time task completion
- Implemented strategies to minimize the exposure to any risk and practiced proper audits and assessments.

ADDITIONAL EXPERIENCE

- Apr 2005 – Jan 2015 – Seneca Consulting – Project Manager Richardson, TX
- Jan 2003 – Apr 2005 – Nextel/Sprint – Sr. Project Manager Reston, VA
- Jun 2002 – Jan 2003 – NCS Pearson – Dept. of Homeland Security: TSA– Site Sr. Project Manager Fairfax, VA
- Apr 2001 – Jun 2002 – Lockheed Martin – eBusiness Product Project Manager Bethesda, MD
- Oct 1998 – Apr 2001 – Winstar Wireless – Web Applications Project Manager Herndon, VA

EDUCATION

- Master in Business and Technology, University of Maryland – Graduated 1998
- Bachelor of Business Administration, National Louis University – Graduated 1996

CERTIFICATIONS

- Six Sigma, Robbins International - 1999
- SCRUM Master, Career Academy - 2015
- Advantech Institute, Microsoft Certified Systems Engineer (MCSE) – 1997
- Project Management Professional - 2003

Cloud/Virtualization Architect

PROFESSIONAL SUMMARY

Experienced consulting architect with excellent technical, communication and customer relationship skills, currently focused on the planning, design, and execution of data center transformations. Over fifteen (15) years of diverse and progressive experience in the information technology field, with ten (10) years of experience designing, implementing and supporting enterprise data center services and infrastructure, and six (6) years in external customer-facing roles, including implementation, consultation and sales support.

Proven ability to build and maintain excellent working relationships with clients and client organizations. Excellent presentation skills.

PROFESSIONAL EXPERIENCE

THE DAVID-KENNETH GROUP   2020 – Present
Cloud/Virtualization Architect

A specialist in virtualization and its supporting infrastructures, providing subject-matter expertise in support of wide-ranging and complex data center transformation challenges, including solution design, strategic planning, process automation and hands-on engineering.

- Responsible for assisting clients in infrastructure planning, including colocation selection, to-be architecture design, infrastructure assessment and migration planning.
- Deep knowledge of traditional virtualization technologies, with recent experience with emerging Cloud computing architectures and migration strategies.

ADDITIONAL EXPERIENCE
- Cloud7 IT LLC, Senior Solutions Architect 2016 – 2020
  - Clients: IBM, Senior Virtualization Consultant, Tierpoint, Disaster Recovery Consultant, Datatrend Technologies, Senior Solutions Architect
- Presideo Networked Solutions, Senior Systems Engineer 2011 – 2016
- KForce, Systems Engineer 2010 – 2011
  - Client: JP Morgan Chase
- Computer Data Source Inc., Technical Support Specialist 2008 - 2010

EDUCATION

University at Buffalo, the State University of New York, Buffalo, NY.   **(2007- 2008)**
Master of Science in Electrical Engineering
SASTRA Deemed University, India   **(2003-2007)**
Bachelor of Technology in Electronics and Communication Engineering

TECHNICAL SKILLS

- Virtualization: VMware vRealize Suite 7/6/5, VMware vSAN, vSphere 6.7/6.5/6/5/4, VMware Cloud Foundation (VCF), VMware Cloud (VMC) on AWS, vCloud Director, Hyper-V, SCVMM, Horizon View VDI, ThinApp, VMware Workspace, Mirage, App Volumes, UEM, Vcenter/SSO, Log Insight, High Availability (HA),VMware NSX, vRealize Network Insight, VMware Fault Tolerance (FT), DRS, vRealize Operations (Vrops), VDPA, Citrix Xen Server, VMTurbo, VMware vCenter Orchestrator (VCO), vCenter Server Appliance (VCSA), P2V using VMware Converter/Plate spin etc.
- Public Cloud: Azure – Compute Virtual Machines, Scale Sets, Load Balancers, VPN Gateway, Storage - Blob, Disk & file, Azure SQL, Cosmos DB, Data Migration to Azure from On-Prem, Azure Active Directory (AAD), Azure MFA, Azure Information Protection, Azure Threat Protection, Azure Monitor, Azure Service Health, Azure App Services, Azure CDN, Azure Trust Center, Azure Virtual Networks, AWS, Microsoft Office 365, EMC Hybrid Cloud (EHC)
- Automation: vRealize Automation (VRA), UCS Director, Terraform, Power Cli, EMC VIPR, vRealize Suite Life Cycle Manager (vRSLCM), NetApp OnCommand Insight (OCI)
- Compute: Cisco UCS Servers (Blade B series and Rack C servers), HP C7000, HPE Synergy, ProLiant servers, Dell Blade Chassis and Rack servers, IBM, UCS Manager, UCS Central, HP One View, Cisco Fabric Interconnects
- Hyper-Converged Systems: Nutanix NX Series, Nutanix Dell XC Series, Nutanix Lenovo Series, VxRail with VSAN, VxRack and Scale IO, Simplivity, Cisco Hyperflex
- Converged Systems: vBlock, FlexPod, Nimble Smart Stack (Flash Stack), Hitachi UCP
- Storage Systems: PowerMax, Symmetrix VMAX 3/VMAX 2/VMAX, Unity, VNX, VNXe, VIPR SRM, VPLEX, NetApp SolidFire, XtremIO, Isilon 6th Gen and 5th Gen, NetApp AFF, NetApp FAS, NetApp C Dot and 7 Mode, Nimble Storage, Pure storage, Hitachi AFF and Hybrid Storage, IBM XIV, Dell EqualLogic, Dell Compellent, Cloud Tiering Appliance (CTA), StorMagic
- Backup & Recovery: EMC Avamar, Networker, Data Domain, Exagrid, Rubrik, Cohesity, Veritas NetBackup, Tivoli Storage Manager (TSM), Veeam Backup & Recovery, Commvault, HP Data protect
- Networking/Switches: Cisco MDS, Cisco Nexus, Brocade, Cisco Catalyst Switches
- Data Replication/DC Relocation/Migrations: Zerto, VMware SRM, vSphere Replication, Veeam Replication, VMware Converter, Plate Spin, RecoverPoint, RecoverPoint for VM (RP4VM), Native Storage Replication – SRDF, SAN Copy, PPME, Snap Mirror etc.
- OS Skills: Windows 2016/2012/2008/2003, UNIX and Linux

PROFESSIONAL SUMMARY:
Blue Team professional with a degree in Information Security, ten years of diverse experience, and strong passion for protecting against cybersecurity threats; equally capable of working alone without additional supervision or as a member of a team to provide quality-oriented results, seeking a position which will leverage flawless execution, critical thinking, integrity, quick learning, and collaborative skills.

KEY QUALIFICATIONS:
- Incident Handling
- Custom Detections
- MITRE ATT&CK Framework
- Russian and other Eastern-European Languages
- OSINT
- Python
- Exploitation
- Stakeholder Management

PROFESSIONAL EXPERIENCE:
- Walmart, Bentonville, AR
  - Senior Intrusion Analyst — September 2019 – Present
  - Intrusion Analyst III — February 2018 – September 2019
- United States Army, Fort Bragg, NC
  - Active Duty — 2014 – 2018
- The Westport Library, Westport, CT
  - Maker Space 3D Printing Lab Coach — 2014
- Mix Store, Tyumen, Russia
  - IT Consultant — 2012 – 2014
- Gidroteh DDK, Tyumen, Russia
  - System Administrator — 2010 – 2013

CERTIFICATIONS:
- GSEC – GIAC Security Essentials — 2021
- GCIA – GIAC Certified Intrusion Analyst — 2020
- GXPN – GIAC Exploit Researcher and Advanced Penetration Tester — 2019
- GPEN – GIAC Penetration Tester — 2019
- GWAPT – GIAC Web Application Penetration Tester — 2019
- GCIH – GIAC Certified Incident Handler — 2018
- Microsoft Technology Associate: Software Development Fundamentals (MTA 98-361) — 2017
- Ural Federal University Developments - Network Technologies — 2011
- Educational Center "School University" – Programming / PC Operator — 2011
- Training Center "Delpha" - Diploma in Master of Computer and Office Equipment Maintenance — 2010

EDUCATION:
- **SANS Technology Institute**
  - Penetration Testing and Ethical Hacking, Master's Certificate — September 2018 – March 2020
  - Master of Science in Information Security Engineering — September 2020 – Present
- **Microsoft Software and Systems Academy**
  Cloud Applications Developer — 2018
- **Campbell University**
  Bachelor of Applied Science, Information Technology Security — 2017

PROFESSIONAL DEVELOPMENT:
Courses
- SANS SEC 552: Bug Bounties and Responsible Disclosure — 2020
- SANS NetWars Continuous — 2020

AFFILIATION:
- GIAC Exam Subject Matter Expert — 2019 – Present
- SANS Advisory Board Member — 2018 – Present
- ASL, Member (Alpha Sigma Lambda Honor Society) — 2017 – Present

CISM| SEC+ | ITIL F | ITIL RCV | CCENT | Certified Fiber Optic Tech|

CLEARANCE: Active Secret (Valid until June 6, 2024) OBJECTIVE: Seeking a position as a (n) Open to any Position **Qualifications Summary**

- Provide network communications and operations support for the President and Vice President of the United States, the First Lady, the United States Secret Service and Senior White House Staff worldwide

- Over 18.5 years of information systems and operations experience in high-profile, crisis-oriented environments

- Experienced in Customer Support, Help Desk Operations, Active Directory, User Account Management and creation, Client Installation, Incident Handling, Vulnerability Management

- Diverse network communications knowledge with Non-secure Internet Protocol Router Network (NIPRNET), and Secure Internet Protocol Router Network (SIPRNET),

- Experienced in MACOSX, Windows 2010/2000/XP/Vista/7/10, Microsoft Word, Excel, PowerPoint, Outlook, Access Cisco Unity Call manager with excellent multitasking skill sets in helpdesk and customer services

- Strong working knowledge of secure/non-secure communications equipment

- Proficient or familiar with a vast array of concepts and technologies, including Promina Operations and Installation, SNMPc, iDirect, Satellite communications, ACAS, ASI's and SolarWinds

Professional Certifications and Training

ISACA (CISM) Certified Information Security Certification   2021
- Credential ID 2156744

MICROSOFT AZURE Fundamental Training   2020

MICROSOFT AZURE Administrator Training   2020

ISACA (CISM) Certified Information Security Manager Training   2019
- Stuttgart, Germany

CASP Training, AE-ITT, Stuttgart, Germany   2018

AXELOS ITIL Release, Control, and Validation Certification   2018
- Credential ID GR759020083DK

AXELOS ITIL Foundations IT Service Management Certification   2017
- Credential ID 6045270.20678809

CASP Training, InovaTech College, Fayetteville, NC	2017
CCENT Certification	2016
• Credential ID CSCO13081828	
CCNA Training, InovaTech College, Fayetteville, NC	2016
CompTIA Security+ CE Certification	2015
• Credential ID COMP001020865073 (EXP SEP2021)	
ETA-I Fiber Optic Technician/Installer/Splicing Certifications	2014
• Credential ID 2400658	

Emergency Management Institute (FEMA)

Equal Employment Opportunities for Supervisors (EEOS)	2010
Continuity of Operations (COOP) Awareness Course	2010

Certificate of Training in Promina Operations and Management

CECOM LCMC, Information Technology Services, Washington, DC	2010

New Horizons Computer Learning Centers

Microsoft A+; N+ (Training)	2009

Certificate of Training in Network Management

CECOM LCMC, Information Technology Services, Bamberg, Germany	2009

Military Certifications and Training

COMSEC Account Manager	2018
Equal Opportunity Leaders Course	2018
Joint C4 Planners Course, Fort Gordon	2015
Anti-Terrorism Officer Basic, Vilseck, Germany	2008

Army E-Learning Course Certificates:

The Manager as Coach and Counselor	2008
General Security Concepts	2008
Security Management and Operations	2005
Infrastructure Security	2005
Windows Security	2005

Army Correspondence Course Certificates:

Action Officer Development Course	2004
Defense Reutilization Marketing	2003
Support Operations Course (Phase 1)	2003
Manager Development Course	2003

Information Systems Operator-Analyst (Mid-level)

Advanced Leadership Course; U.S. Army; Fort Gordon, GA	2011

Information Systems Operator-Analyst

Advanced Individual Training; U.S. Army; Fort Gordon, GA November	2005 April – 2005

Network System Specialist and Maintainer

Advanced Individual Training; U.S. Army: Fort Gordon, GA November	2003 April – 2003

Professional Affiliations
- **Harold Washington Military Lodge 128, Prince Hall, Stuttgart, Germany**
- **Faisal Temple 192, AEAONMS, Stuttgart, Germany**

Higher Education

- **DeVry University**
  Bachelor of Science in Technical Management   2010-2011
  123 Credit Hours

- **University of Alabama at Birmingham**   1998-2002
  Bachelor of Science in Management Information Systems and
  Economics
  89 Credit Hours

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High School

- **Northview High School**   1993-1998
  Dothan, Alabama

Professional Experience

US ARMY SIGNAL SCHOOL INSTRUCTOR - Present
- Instructor, 25B, Windows Server, Mail Exchange Server, Active Directory, Networking, Microsoft Windows 7/10, Security Fundamentals

SOCOM SOCEUR J6 2017 to 2019
- Help Desk NCOIC (Manager), Network Operations NCOIC (Manager) (Active Directory, Installing Clients, Fiber Installation, Customer Service, Call Manager, VOIP support, Internet support)
- Manage(d) 26 total joint service personnel and DoD Contractors of a 24-hour telecommunications facility in the operation of secure and non-secure voice and data communications utilizing computer systems and cryptographic devices across various networks
- Tracked and resolved trouble tickets, authorized service outages, and outage reports
- Supervised the installation of satellite terminals (Hawkeye, Swedish, Heavy, Medium, Smalls) and provided over watch
- Briefed daily and weekly communications status reports and performance analysis to higher management

SOCOM USASOC 97th Civil Affairs J6, 2014-2017
- Senior Information System Specialist
- Civil Information Management Sys Support, Information Sys Support, Data Transfer

Southwest Asia Cyber Center, 2013-2014
- Information Assurance Staff Assistant, ACAS, Help Desk Support, Active Directory, Incident handling, Vulnerability Management

Network Operations Systems Center/Operations Analyst, White House Operations Support Center (WOC) White House Communications Agency (WHCA), Washington, D.C., September 2009 – September 2013

- Assistant supervisor in the White House Operations Support section that tracks, schedules, and reports the status of a 1,139 personnel installation

- Assumed responsibility in absence of supervisor and ran daily operations for over 180 days intermittently without higher supervision and zero incidents

- Manage(d) 13 total joint service personnel of a 24-hour telecommunications facility in the operation of secure and non-secure voice and data communications utilizing computer systems and cryptographic devices across networks

- Account for and maintain sensitive communication and response equipment valued at $1.2 million used to support the operations center and Presidential Response Officers

- Manage day-to-day operations of WHCA C4 systems, provide expertise in Network Systems and Operations Support that led to the success of over 225 stateside and overseas political events

- Drafted, distributed, and updated over 150 accident, incident, and hospitalization reports to various heads of organizations in a timely manner

- Tracked and resolved trouble tickets, authorized service outages, and outage reports

- Led the Agency's effort to provide high quality Presidential communications support

- Configured 320 commercial satellite links at 98 percent success rate

- Diagnosed 45 complex network outages and deployed appropriate technicians with resulted in minimal downtime for users

- Managed11,000 network circuit infrastructure valued at $33 million dollars and maintained a phenomenal 99 percent reliability rate

Help Desk Technician/ Software Analyst/Supply NCO   **December 2006 – August 2009**
- 173rd Special Troops Battalion, Bamberg, Germany
-
  - Served as 173rd ABCT, Charlie Company and Alpha Company Senior Supply NCO during Operation Enduring Freedom. Signed for $44 million worth of equipment and supplies with 100 percent accountability
  - Served as the Information Management Officer for the Battalion operations providing first line automation support, security, and maintenance for sixteen Dell laptops and ten network users.
    -
  - Senior Information's System Specialist for the Brigade Helpdesk that was in charge of maintenance for over 2500 user accounts, 3000 Dell laptops, 4000 Cisco IP phones and maintained 98 percent reliability for all trouble tickets.
  - Baselined over 8,000 Dell laptops for 173D Airborne Brigade in support of Afghanistan Enduring Freedom in 2007.
  - Installed and maintained four CISCO 3750 Catalyst Switches for Brigade training exercise with 100 percent reliability.
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- **Network Switch Operator, Installer and Maintainer**   **January 2004 – December 2006**
- 50th Signal Battalion, Fort Bragg, NC

OBJECTIVE

Motivated technology development and management graduate, ready to use proven skills in technical problem solving, customer service and process orientation, in order to advance my career. I am attentive to the needs of the customer, while successfully managing detail-oriented processes.

SKILLS & ABILITIES

- VMware - vSphere 6.7, VMware Horizon View 5.3 virtualization, cloud computing
- SolarWinds 2020.2.1
- Windows Server 2016, 2012R2, Windows 10 and legacy system support
- Active Directory, DNS, HTTP
- System Center Configuration Manager, Endpoint Protection
- PowerShell 5.1
- NetApp Storage ONTAP 9.8
- Acronis Backup
- Teradici
- Hardware/software troubleshooting
- Active DOD TOP SECRET/SCI Clearance
- Experience working in NATO SOF Command HQ

EXPERIENCE

SENIOR SYSTEMS ADMINISTRATOR, LEONARDO DRS

March 2018 – current

Sole Network Systems Administrator

- Windows Server 2012R2 and Server 2016 environment
- VMware vSphere 6.7 virtualization of supporting domain services servers; secondary application servers non-virtualized.
- Secure domain devices for DISA network security standards including implementing and troubleshooting of STIGs on all devices: workstations, servers, domain controllers, ESXi hosts and NetApp nodes.
  - Initial SCAP scans of the environment when I was hired returned a 40% result. As a result of my efforts, we now scan over 90% on all servers for both domain services and applications, and workstations. I was awarded for this accomplishment (see reference below).

- o Work daily with IA management in order to maintain and enhance the security of the network, including communication of any current or potential changes in the domain environment.
- Endpoint Config Mgr for Endpoint protection services and real-time monitoring of network devices – I installed and configured EPCM for our domain as we previously had no active anti-malware services on the domain.
  - o Developed application specific EPCM installation scripts for our domain.
- Manage multiple instances of SQL 2014 and SQL 2016 servers, non-clustered, for application specific use across the domain.
- Solarwinds Server (NMP module) maintenance, configuration.
  - o Upgraded server and application; Server OS from Windows 2008 to Windows 2012R2, Application from 10.5 to 12.3
- Maintain NetApp storage appliances with high availability across 2 physical locations
- Management of account permissions across the domain. Worked with senior management to ensure least privilege access and to align permissions with specific role-based activities and requirements.
- Modified scheduled backups in order save storage space and provide necessary information should the need arise.
- Provided procedural documentation for all changes made across the domain.
  - o Maintain daily record of activities and tasks in order to provide detailed information of progress, changes and developing needs.

SYSTEMS ADMINISRATOR, GDIT

July 2014 – February 2018

Provide IT support to 250+ members of NSHQ SOF at SHAPE (Supreme Headquarters Allied Powers Europe) in Belgium in the form of:

- VDI – VMWare maintenance & support of 800+ VMs.
- Windows AD user account management
- PowerShell scripting for daily, weekly, monthly reporting and maintenance activities
- Collaborated with the CAB members in order to determine best solutions for the environment and to vet technical requirements then troubleshoot implementation.
- Analyzing customer needs to determine functional and cross-functional requirements. I am often presented with customer requests that need interaction from multiple support teams. I am quickly able to determine the best course of action needed to resolve and/or route requests directly to the appropriate team/individual.

- - Worked directly with contractors, government civilians and military personnel not only from the USA, but also military representatives from multiple other NATO countries.
- Applying advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions. I was responsible for Tier 1 and Tier 2 issues that arose daily. From a non-responsive printer, an expired account, to individual profile related problems, I work with my team to find the quickest, best resolution for the issue. If the issue is across the domain, I am responsible to log and document the matter correctly as it is escalated to the relevant team.
- Ensuring that all reported incidents and requests are properly logged in the ticketing system with necessary details and troubleshooting actions taken. In addition, I confirm the ticket is routed in the correct process.
- Providing guidance and work leadership to less-knowledgeable technicians on NSHQ systems. Assisted 8+ surge support team members while working on the Service Desk.

INSTRUCTIONAL TECHNOLOGY SPECIALIST, STEP UP FOR STUDENTS (SCHOLARSHIP PROGRAM IN FLORIDA)

May 2012 – June 2014

Provide technology support to the Office of Student Learning (OSL) including:

- Designed and produced training videos, as specified by the OSL, for use by teachers, administrators, and parents who will be working with the Learning Compact enterprise online software (a curriculum, assessment, communication and training proprietary software system).
- Videographer for interviews of principals and teachers, and special event functions related to their work with Success Partners.
- Provided SUFS school support with online setup and use of the Student Learning Compact and Khan Academy

LEAD SERVICE DESK, AGILISIS, LTD.

October 2009 – June 2010

- Initially hired as one of eight team members for the Service Desk and then promoted to Team Leader after 3 months. We provided technical computer support, over the phone and via remote assistance (using CMC and SMS) for 5000+ government employees located in London, UK.
- This was a new contract obtained in the summer of 2008 by Agilisys. The success of this team and the high level of service provided enabled Agilisys to gain further contracts using the established techniques initiated during my time with the Desk.
- Assisted VIP users in addition to my Team Leader responsibilities. I consistently received high customer satisfaction marks from the client and from Agilisys. We started with an FTF (First Time Fix) rate of less that the SLA (Service Level Agreement) target of 56%. We focused our attention on the areas that affected our success and failure and were

able to increase the rate to over 70% of the calls being resolved while
initially on the phone.

EDUCATION **ST. PETERSBURGE COLLEGE, MAY 2014**

Graduated with B.S. in Technology Development & Management

HILLSBOROUGH COMMUNITY COLLEGE, MAY 2011

Associate of Arts Degree in General Studies

ERWIN TECHNICAL CENTER, AUG 2007 – DEC 2008

Completed course in Computer Networking & Repair, included hands-on classes for PC
hardware and software training

CERTIFICATIONS VCP 6 - Desktop and Mobility

VCP 6 – Data center Virtualization

SolarWinds NPM

MCP

CompTia Security+ CE

CompTia Secure Infrastructure Specialist

ITIL v3 Foundations

CompTia A+

CompTia Network+

Cisco Certified Desktop Support

LEADERSHIP Awarded for Leadership, Leonardo DRS-2018

Awarded for Leadership in the absence of my supervisor, GDIT-2015

REFERENCES **ASAD HUSSAIN**

Service Desk Manager, Agilisys, Ltd.

TIMOTHY HERNANDEZ

Sr. System Administrator

STEVEN PRATSCHLER

Information Assurance, GDIT

JESSICA GRIFFIN

Configuration Manager, Leidos

Professional profile

IT Network Administrator with 9+ years of experience, outstanding troubleshooting skills with the ability to think critically and find multiple solutions to LAN/WAN problem. Good customer service skills
Experience using Microsoft Office, Windows Domain Services, VOIP
Applications: Word, Excel, Access, Active Directory Services, Altiris
OS: Windows Server 2008 & 2012R2, Windows XP, Windows 7, Windows 10

Professional Experience

Bikerscap.org   Pasco County IT Director   Holiday, FL Jan 2019-Current
- Restore donated computers to operational status.
- Optimize use of technology available for staff and students.
- Install/update operating system, software, and security applications.
- Consult and recommend Technology based issues, concerns, or projects.

Hillsborough County Public Schools   IT, Network Administrator   Tampa, FL   Oct 2006-2017
- Set up and maintain backup of site data & issue site ID badges.
- Maintain and service LAN/WAN, computers, servers, printers, and other peripherals.
- Work and communicate with support staff to set up accommodations for special events.
- Research and purchase new/upgrade technology based on site needs and existing infrastructure.

EZ Tanks Inc   Precision Machinist Supervisor   Ocala, FL   May 2004-2006
- Maintain reports and inventory to optimize department production.
- Safely set up machine shop before shift starts and maintain safety/Incident reports.
- Train and supervise new employees with emphasis on safety procedures with all equipment.

Education & Certifications:

Forest High School, High School Diploma

Erwin Technical College, Vocational Degree – Computer Repair & Networking

Certifications in

CompTIA A+ ● CompTIA Network+

Accomplishments

Migrated Technical College from NT to Active Directory.
Set up a computer lab with no existing network infrastructure.
Awarded support staff of the year for Hillsborough County Public Schools.
Saved funds on upgrading site servers instead of purchasing a replacement.
Set up a Pearson Vue compliant lab for computer-based testing in the School District.

PROFESSIONAL SUMMARY:
IT professional with cumulative experience providing basic tier-1 support, managing technical requirements for USASOC, responding to user hardware & software issues, delivering written & verbal briefs to executive management, and administering Microsoft SQL Server Databases supporting the ATLAS application. Possess active Top Secret-SCI and current CompTIA Security+ certificate.

KEY QUALIFICATIONS:

- Leader
- Excellent Communication
- Web Development Languages: HTML, CSS, & JavaScript

- C# (Novice), T-SQL (Novice), & ASP.NET (Novice)
- Strong Analytical Ability
- Public Speaking
- Microsoft Azure

- Conflict Resolution
- Business Development
- Critical Thinking

PROFESSIONAL EXPERIENCE

Trinity Data Solutions & IT Services, LLC   September 2020 - Present
Chief Executive Officer/Owner, Lexington, KY
I am responsible for making major corporate decisions, managing the overall operations and resources of the company, acting as the main point of communication, and being the public face of the company.

Lockheed Martin   January 2018 – Present
SQL Database Administrator, Lexington, KY
Hardware Experience:
- EMC Storage
- Dell Server Blades and Chassis
- Configure RAID solutions for high availability

Windows Server 2012 R2/2016 Experience:
- Install and configure IIS, Failover Cluster, Network Load Balancing, Active Directory, and Domain Name System - Patching and updating of servers
- Disk partitioning and configuration for performance

VMWare Experience (Virtualization):
- Install and configure ESXI 6.5 - Install and configure vCenter
- Create and deploy Virtual Machines

SQL Server Experience:
- Install and configure SQL Server 2012/2014/2016 following best practices
- Communicate with business owners to establish Restore Point Objective(s) (RPO) and Restore Time Objective(s) RTO; establish backup and recovery strategy to ensure desired uptime
- Configure Always On Availability Groups and SQL Failover Clusters for high availability
- Design database(s) according to the organization mission and objectives
> I can discern when it is appropriate to implement a data warehouse/DataMart to better support Online Analytical Processing (OLAP) workloads
- Design and deploy SQL Server Report(s)
- Advance database design implementations: vertical partitioning, indexing, filegroup(s), data compression, sparse columns, in memory features, and more - Query performance improvement

Microsoft Software and Systems Academy, Fort Bragg, NC   August 2017 – December 2017
Student, Cloud Applications Developer
Obtained the Microsoft Technology Associate (MTA 98-361) certification for Software Development Fundamentals as pre-requisite for an 18-week technical program developed by Microsoft. The curriculum leverages college accredited courses and the goal of preparing transitioning service members for technical opportunities at Microsoft and their Enterprise Partners.
- Earned 15 credit hours toward a Technical Management degree
- Designed, composed, and built cloud applications
- Implemented user interfaces using Model-View-Controller architecture
- Administered organizational databases to provide end users with multimedia services
- Automated interaction for multimedia devices, mobile computing, and information services
- Learned conceptual frameworks to position, license, brand, and make apps available as products
- Learned the essentials of Developing Windows Apps including their layout, user interface, structure, display, and style templates
- Learned C#, T-SQL, ASP. NET, XML, HTML. CSS, and JavaScript

United States Army
Master All-Source Intelligence Analyst   January 2017 –
July 2017
- Spearheaded innovative features and short cuts to leverage existing assets reducing wasted Full-Time-Equivalent (FTE) units, resulting in product delivery to Senior Leadership 4x faster than previously recorded.
- Regarded as Subject Matter Expert (SME), led the implementation of integrated key systems of record into daily operations increasing overall end-to-end technical efficiency by 20% and creating a more efficient streamlined process.
- Led innovative ways to leverage existing assets to reduce wasted FTE's shortening amount of time to deliver a comprehensive product to Senior Leadership outside of the company.
- Streamlined the reporting structure for intelligence information production cycle, responsible for publishing 150+ daily reports increasing situational awareness for Senior Leadership.
- Facilitated and managed key relationships with Senior Leaders preparing multiple comprehensive briefs in support of five departments operating 10 different countries across Asia, resulting in 100% mission success.

Senior-Level All-Source Analyst   May 2014 – December 2016
- Facilitated the implementation of Systems of Record Platform for the organization responsible for recording daily reporting allowing 20+ team members to achieve various certifications increasing efficiency by 20%.
- Appointed Project Manager, demonstrating successful customer experience leading technical value discussions acting as a liaison providing strategic guidance establishing Distributed Common Ground System - Army architecture for two separate organizations supporting 200+ team members, enabling them to recover more than $500,000+ in potentially wasted resources.
- Articulated the case for change and streamlined operations in the department, leading to the establishment of the first AllSource Collection Element (ACE) for the organization, which reduced the amount of time to develop and disseminate comprehensive products by more than 50%.

Mid-Level All-Source Intelligence Analyst   April 2012 –
April 2014
- Appointed Senior Project Manager, spearheaded a 5-day boot camp, responsible for training four supervisors and 11 junior team members both within and outside the organization enhancing USASOC Intelligence Enterprise. Training Program was adopted by organization.
- Managed organization portfolio, including contract consumption; responsible for military equipment worth $500,000+ including communication equipment, encryption devices, biometrics systems, and Distributed Common Ground System resulting in 100% accountability and zero loss of assets or damages.

- Regarded as SME, responsible for coaching and mentoring five team members including how to apply Structured Analytical Techniques and proof of concepts while providing project management oversight and technical guidance increasing overall efficiency by more than 25%.
- During 2nd deployment in Afghanistan, demonstrated strong communication skills and imaginative, bold thinking by leading the recovery of 60% of the company's capabilities, developing strategic relationships with key leaders, and articulating the case for change by utilizing all organizational resources creating a more efficient and streamlined process.
- Published five technical papers, recognized by Deputy Director for one technical paper which was the number one downloaded document for six months resulting in the ability to develop, deploy, manage and scale a reorganization of priorities to preserve 10 FTE's.
- Co-authored the organizations new SOPs for Company Intelligence Support Team (CoIST) Unit Training Plan (UTP), successfully articulating the value of organic CoIST services, successfully training 25 team members in company intelligence operations.

Junior-Level All-Source Intelligence Analyst   January 2007 – March 2012
- Regarded as Subject Matter Expert (SME), responsible for presenting 1000+ technical presentations to Senior Leadership on emerging technologies creating strategic relationships with key leaders in partner organizations and saving the department $100,000+ over an eight-month time span.
- Strategized ways to create new opportunities to increase overall participation to 100% in Army Family and Morale, Welfare and Recreation Programs in Afghanistan. Spearheaded the adoption of a recreation program still in use today; as a result awarded the Military Outstanding Volunteer Service Medal.
- Led and organized highly entertaining programs for Hispanic Heritage Month for three consecutive years, sustaining growth through routinely partnering with key leaders representing the Army's Equal Opportunity Program.

EDUCATION AND TRAINING
Microsoft Software & Systems Academy, 16 Credit Hours, Embry-Riddle Aeronautical University, Fort Bragg, North Carolina

Bachelors Intelligence Studies, 88 Credit Hours, Major in Intelligence Analysis, American Military University, Charles Town, West Virginia

PROFESSIONAL/PERSONAL DEVELOPMENT
- Master Trainer & Mentor
- Advanced Leadership Courses
- Crucial Conversations (1-Day Seminar)
- Introductions to D.I.S.C Behavioral Assessments (1-Day)
- Team Treehouse Learn C# Track (23 Hours Self-Paced)
- Team Treehouse Beginner SQL Track (24 Hours Self-Paced) ☐   Team Treehouse Web Design (41 Hours Self-Paced)

CERTIFICATIONS
MTA 98-361: Software Development Fundamental
CompTIA Secuirty+
CompTIA Network+
CompTIA A+
MCSE: Data Management and Analytics

OBJECTIVE: Systems Administration and/or Engineering & Consulting

EDUCATION

- 2015, Masters in Business Administration (with a concentration in Information Security Management), Saint Leo University
- 2005, Bachelor of Science, Political Science/Mngt., University of Maryland UC
- 2000, Associate of Science, Community College of the AF, Electronic Systems Technology
- 2000, Associate of Arts, University of Maryland UC

CERTIFICATIONS & TECHNICAL TRAINING

- CompTIA Sec+
- Computer Hacking Forensic Investigation Course (40 Hours)
- NetAPP NCDA
- MCTS
- CCNA - Boot Camp Certification
- CCA – (Citrix Certified Administrator)
- ITIL-F v3
- MCSE 2003
- MCSA 2003
- VMware VI3 Training (40 Hours)
- Updating Systems Administrators Skills from MS NT 4.0 to Win Server 2003 (24 Hrs)
- Securing Win2K Servers, Defense Information Security Agency (40 Hours)
- VERITAS Enterprise Vault Administration I (40 Hours)
- VERITAS Enterprise Vault Administration II (40 Hours)
- CCS7 Operations and Maintenance, Nortel Networks (40 Hours)
- PCM Carrier Maintenance, TELUS Learning Services (40 Hours)
- Airman Leadership School, Air Education and Training Command (5 Weeks)
- Digital Switching (Nortel) Course, Air Education and Training Command (6 Weeks)
- Telephone Systems Installation, Air Education and Training Command (14 Weeks)
- Electronic Principals, Air Education and Training Command (6 Weeks)
- Air Force Basic Training, Air Education and Training Command (6 Weeks)

PROFESSIONAL EXPERIENCE

January 2020 – Present, CTO, Trinity Data Systems & IT Solutions LLC.

- IT Consulting and infrastructure solutions designer
- Product approval and installation engineer
- Evaluate administrator and engineer positional requirements and hiring processes
- Develop company policy for administration and technical competencies

July 2016 – Present, Systems Admin/Engineer, ARSOSSA

- Integrating/installing new technologies – Virtual server environment for logistics application and support virtual servers for core services to support operational needs
- Supporting Enterprise Core Services, Crypto and routing devices as the Lead Systems Administrator on site
- Identify Potential/Existing problems and mitigate impact to operations. Develop and test COOP and DR capabilities. Weekly staff briefings to Director and other Gov leads
- Managing, supervising and coordinating all IT projects,

February 2009 – 2016, Systems Engineer, SHAPE, NATO SOF Headquarters (NSHQ)

- Primary POC for day-to-day operations and critical outages
- Managed the NOC support staff
- Responsibilities for Exchange, Netback-up and network storage devices
- Lead engineer for initial team to Stand-up the NSHQ Chievres SOF campus IT infrastructure
- I was also tasked to develop and configure the initial deployable IT comm. stacks.
- Deployed to Poland and Lithuania to train their SOF teams on the communications stack.

September 2002 – February 2009, Sr. Systems Engineer, US Central Command (US CENTCOM)

- Sr. Systems Engineer for all C4 server systems.
  - From the end of 2006 to 2009 **(General Dynamics)**
    - I provided Multi-National Information Sharing (MNIS) solutions based on collaborative needs which concentrated on cross domain solutions and system enhancements for US CENTCOMs coalition networks cross domain solutions and integrations.
    - (Primarily email guards and cross-domain chat capabilities).
    - Brief architectural designs during multi-national interoperability conferences. Briefed foreign military commanders and foreign dignitaries of current/proposed architectures and capabilities
  - From September 2004 until December 2006 **(Lockheed-Martin)**
    - Operations Manager for US CENTCOM J6-DON, Server Engineers.
    - Sr. Systems Engineer for multi-network data center.
    - I installed and maintained the Server services for the US CENTCOM

Headquarters and forward HQ.
- Engineered and implemented the Enterprise Vault architecture solution, which covered email archiving all users in Tampa, Fl and in Qatar on two major Department of Defense (DOD) networks.
- Supervised the following teams Sr. Systems Engineers, Tier 3 and Tier 2 Network Administrators totaling 35 personnel.
  o From August 2002 until September 2004 **(MANTECH)**
    - System administrator for exchange and Active Directory account management services for US CENTCOM (11 separate networks), totaling of ~350 servers and ~6000 users. I also served as a member of the Advance Deployment team to Qatar as part of the setup up the US CENTCOM Forward Headquarters Server services prior to Operation Iraqi Freedom.

MILITARY EXPERIENCE

423rd Air Base Squadron, RAF Molesworth, United Kingdom, Telecommunications and Data Circuitry Non-Commissioned Officer (NCO) - June 1998 – August 2002

16th Communication Squadron, Hurlburt Field, Florida, Telecommunications and Data Circuitry "Wire Dawg" - October 1994 – June 1998

SECURITY CLEARANCE
TS (I have held a SCI in the past)

PROFESSIONAL REFFERENCES

Appendix C – Past Performance and Case Studies

This document is considered TDS-IS, LLC confidential and is submitted with the assumption that its contents will not be distributed or shared with any party external to the organization for which it is being submitted.

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Manufacturer Reaps the Benefits of Data Center Consolidation

Consolidation streamlines operations and leads to $50,000 in monthly savings.

Executive Overview

Our client is an American subsidiary of one of the largest rubber and tire companies in the world. With more than 50,000 employees, they have been serving the automotive market across the globe for nearly a century. With five data centers across the US, they struggled with redundant and underutilized infrastructure, inconsistent IT service delivery, and IT staff working from different processes and procedures at each site.

They partnered with David-Kenneth Group on a large-scale project with the goal of consolidating their four data centers and moving operations to an enterprise data center. In addition to

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Business Objectives:

- Reduce total cost of ownership.
- Gain operational efficiencies.
- Improve availability, performance, and flexibility of IT services.

Industry:

Tire and rubber-related products and services

Region:

Americas

Project Goals:

- Reduce data center portfolio from five data centers to one.
- Achieve near 100% consolidation of IT servers and systems.
- Execute the project with zero disruptions to business operations.
- Execute the project in conjunction with modernization efforts at enterprise data center.

consolidation, they needed to reduce their infrastructure footprint, modernize infrastructure, merge services, streamline IT services, and create a consolidated support model for IT staff.

On a tight project time line, our team was tasked with identifying operational inefficiencies, developing a strategy for improving data center performance, consolidating four data centers, and migrating to a fifth data center that was undergoing a major renovation.

Before Data Center Consolidation

Our client's data centers stretched from the southern United States to the Midwest. Each of the five data centers operated independently and had their own process, procedures, and methods of operating. Knowledge about applications, devices, and servers was limited to a handful of IT staff at each site, causing an information gap that negatively impacted operations. In many cases, the information was either not properly documented or not documented at all, further compounding the information gap.

Additionally, they were spending an exorbitant amount of money powering and cooling physical devices, many of them redundant or unneeded. Without a clear understanding of what physical inventory was critical to IT service delivery, our client also spent an excess amount of its operating budget on unnecessary assets.

Operational inefficiencies, combined with high operating costs and poor data center performance, limited their ability to remain competitive. They needed to significantly reduce their infrastructure footprint and modernize to reduce their total cost of ownership and to improve the availability, performance, and flexibility of IT services.

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"The consolidation project was successfully executed more than two months ahead of schedule, more than $13,000 under budget, and with zero downtime to the source and enterprise data centers."

The Consolidation Project

Critical goals of the consolidation project were to reduce waste by eliminating redundant infrastructure and to execute the project without disrupting business operations. To do so, our team needed a 360-view of all assets and dependencies. We began by monitoring their operating environments in real-time using an auto-discovery tool.

Next, we executed a manual discovery effort, conducting onsite inventories and gathering human intelligence about their operating environment that was non-discoverable by machines. Together, auto-discovery and manual discovery provided insights into system and application dependencies while updating their CMDB.

The rigorous discovery effort informed critical decisions that affected both business and project objectives. It also helped to mitigate risks during migrations and identify cost-saving opportunities.

The consolidation and standardization of systems across data centers and platforms reduces the total effort to provision IT services and the required breadth of skills. ████████████ ████████████████████████████ ████████████████████████████████ ████████████████████████████████ ████████████████████████████.

Executing the migration during a major modernization project at the enterprise data center ████████████████ ████████████████████████████ ████████████████████████████████ ████████████.

The difference is focus.

> "Overall, we reduced our client's physical infrastructure footprint by 88 percent, migrating 398 devices and decommissioning more than 1,000."

The consolidation and migration project was successfully executed more than two months ahead of schedule, more than $13,000 under budget, and with zero downtime to the source and enterprise data centers.

Results After Consolidation

All four source data centers were migrated into the enterprise data center through both virtual and physical migrations. Thousands of physical devices were either migrated, consolidated, or retired, eliminating waste from redundant and underutilized infrastructure. By upgrading their facilities, we reduced the number of universal power supplies needed to power the data centers, resulting in a significant reduction in power and cooling costs.

Consolidated IT staff were successfully integrated into the newly modernized enterprise data center and now work from an updated CMDB with clean data. With newly documented processes, procedures, and support requirements for applications, knowledge-sharing improved among IT staff and resulted in faster IT service delivery. Other project results included:

Achieved 100 percent consolidation

Consolidation led to the elimination of redundant, unused, and nonoperational infrastructure. Overall, we reduced our client's physical infrastructure footprint by 88 percent at the four consolidated data centers, migrating 398 devices and decommissioning more than 1,000.

Reduced total cost of ownership

Consolidating 5,400 square feet of data center space led to $110,000 in monthly savings. Power and cooling costs were reduced by 89 percent and resulted in more than $50,000 in

monthly savings.

Improved operational efficiencies

With a newly consolidated support model at the enterprise data center, our client improved operational efficiencies while also reducing the amount of IT staff required to operate its enterprise data center. This resulted in both cost savings and improved processes, procedures, and knowledge-sharing.

Summary

Our client now serves its employees and customers with an IT infrastructure designed for efficiency, agility, and speed. With a celebated history of delivering products to customers around the globe, our client is positioned to remain at the top of its industry now and in the future.

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Global Security Company Consolidates Data Centers

Executive Overview

This client began looking to optimize their data center infrastructure primarily to reduce costs, facilities, and complexities; improve energy management; and optimize standards and control. After one year of effort, the internal team had made little progress with a monthly burn rate of over $1 million. They were stuck in discovery and planning and facing a budget deficit in a matter of months. The client decided to reevaluate its approach. New leadership was appointed, and David-Kenneth Group was engaged to turn around the failing project.

Before Data Center Migration

The challenges facing them were complex and legion. The first problem was one of scale and diversity. Their overall infrastructure environment was extremely diverse, with each of their sites supporting hundreds to thousands of servers. Several sites were

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Business Objectives:

- Reduce costs, facilities and complexities.
- Improve energy management.
- Optimize standards and control.

Industry:

Global areospace and defense

Region:

North America

Fortune Rank:

A Fortune 500 company

Project Goals:

- Migrate nine sites in nine months.
- Recover faltering project.
- Lower monthly burn rate.
- Maintain schedule in face of layoffs.
- Reduce floor space significantly.
- Eliminate unnecessary hardware and software maintenance contracts.

operating massive custom-developed codebases; highly optimized, performance-computing clusters; and/or direct interfaces with large-scale precision manufacturing. These realities were compounded by their distribution across over 200 locations domestically, with each site possessing its own standards, processes, and common services.

The second challenge was to modernize the infrastructure, which is common among legacy organizations. With minimal virtualization to date, machines and software were operating 5-10 years beyond end of life and with an absence of documentation. The problem was growing each day as more irreplaceable hardware failed, more security vulnerabilities were discovered, and more employees retired along with their critical knowledge of these older, custom systems. The pressure to modernize and replace was mounting.

The third challenge was the significance of these systems for overall enterprise operations. These systems supported services for safety, security, flight tests, manufacturing production, and research. Each business sector was completely dependent upon their information technology infrastructures and systems to accomplish their critical missions and carry out their corporate business strategies.

These combined challenges dictated an unusually broad and holistic approach.

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"The problem was growing each day as more irre-placeable hardware failed, more security vulnerabili-ties were discovered, and more employees retired along with their critical knowledge of these older, custom systems."

> "Three months into the project, the client initiated the first of three company-wide layoffs. The potential for project delay was significant as budgets were cut and internal team members eliminated."

The Results

Despite the challenges to the project, David-Kenneth Group and

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"This bonus round suc-
cessfully positioned the
project ahead of schedule
and provided additional
budgetary savings, includ-
ing months of additional
operational expenses for
rent, floor space, hardware,
and software"

client partnership yielded impressive results:

- Nine sites migrated in nine months.
- The monthly project burn rate was reduced by 66%.
- The project schedule was unaffected, despite three reductions in force and accompanying budgetary challenges.
- An 89.2% reduction in floor space was achieved.
- Over 700 servers were retired.
- Millions of dollars were saved in power and cooling.
- Hundreds of thousands of dollars saved in hardware and software maintenance.

The difference is focus.

"Thank you for a great run. You and your team have a lot to be proud of. The commitment and experience you brought to the table absolutely contributed to the overall success of our program. It was a pleasure calling David-Kenneth Group our team members."

- Program Director,
EDM and Server Virtualization

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Prime: ████████	Location: Boca Raton, FL	Client: ████

PacketEx was subcontracted by ████████████████████████████████
████████████████ This project was based in Boca Raton, FL with all the work was completed remotely. The PacketEx engineer worked with the PM (project manager) who was assigned to the site. The information provided by the PM determined the overall goal for the site, and what was required to deem said goal successfully completed. The engineer consistently performed the following steps, regardless of the end goal: The engineer pulled the current Visio diagram for the site, the applicable configurations (if any), as well as a list of the equipment on site. Armed with this information, the engineer connected to the site to verify the accuracy of the Visio diagram, determine if the configuration had changed, and ensured that the equipment list still matched what was listed to be on site.

An inventory was then conducted for sites that were not closing, for items such as switches, router, access points (AP) and, where applicable, the firewall. The information gathered included the model number, serial number, IOS version, number of switches and their configurations, the router configuration, firewall configuration (if applicable), the number of ports (both used or available) on the switches, and AP coverage areas (if applicable). Bandwidth and bandwidth utilization over the preceding 6-month period, was captured along with any errors during that time frame. Once these key pieces of information were gathered, the PacketEx engineer checked the vendor's website to determine if the devices were EoL (end of life) and/or EoS (end of service). If the device was determined EoS or EoL, it was removed from service. Devices removed from service, resulted in the engineer ordering the appropriate number of switches required for the site. If the device was in fact not EoS or EoL, the network would not require new equipment.

Those sites which would be receiving new equipment, were notated by the PacketEx engineer, to include the model number and number of devices required. The engineer would then provide this information to the PM. All equipment that was ordered, was sent to the Boca Raton office. The PacketEx engineer was responsible for unboxing the equipment upon delivery, and setting up the items on the desk. The engineer would power up the devices to verify its functionality, and check for the current IOS/software was loaded. If the device did not work, it was returned to the vendor for replacement. If the IOS or software was different from the company approved version of said software, the engineer would then perform the necessary steps to bring the device into compliance.

The PacketEx engineer then connected the devices, and built or loaded the configuration onto each device. Once connectivity was verified from end to end, our engineer created a Visio diagram. This depicted how the devices were connected, the management IP address of each device, and site information. The engineer would then connect to the AP through this network for testing purposes.

██
██
██
████████████████████████████

████████████████████████ The engineer worked with the ████████████████ during the scheduled cutover time. This allowed verification that the equipment was installed according to the diagram that

had been provided. Connectivity of the installed devices was attempted by the engineer. Should connectivity fail, the engineer then worked with Tyco's network administrator to ensure that the IP address was added to the allow list. If the IP address was in fact on the allow list, the engineer would then contact the ISP for troubleshooting assistance. Once connectivity was established, the engineer worked with the site to verify access to the network resources. Post-installation, the PacketEx engineer remained the point of contact for several days, before transferring responsibilities to the helpdesk and long-term support.

Sites that were closing required that the PacketEx engineer coordinate with the PM, and determine date/time for wiping equipment and ISP controlled circuit disabling. The engineer also worked with the smart-hands team to verify the devices' serial number matched those found on the equipment serial number list. The equipment listed therein, was shipped to the Boca Raton site.

Prime:	Location: Edwardsville IL	Client:

PacketEx was ███
████████████████████████ Each site consisted of two racks, fully loaded, each with identical equipment. The base configuration ████████████████ was to set up communication between the devices in the rack and between the racks themselves. Tasks included consoling into each device, following the steps to configure each device, upgrade or downgrade the software, configure the switches and routers, and enabling and disabling of ports.

After the devices were configured, the PacketEx engineer physically re-checked each device to verify connectivity. The engineer completed ping tests from each device, as well as reviewing the configuration from specific devices, ensuring mistakes were not made. Walmart left certain information off the configuration sheets. This required the engineer to communicate with the point of contact to obtain missing data. This type of communication with the point of contact applied to cases where data was found to be incorrect.

In event that the Walmart engineers experienced remote access issues, the PacketEx engineer was available to assist and troubleshoot. The engineer assisted in configuring between 1 to 2 stacks per week, with the purpose of meeting scheduled shipment dates of the DMZs.

Prime:	Location: SC and NC	Client:

PacketEx was s██
████████████████████████ The PacketEx engineer traveled to sites between South Carolina and North Carolina as part of the required support. The PacketEx engineer was responsible for removing the current network equipment, and replacing it with the networking equipment provided ██████████. All migration work was done after hours, and/or on weekends. In following with requirements, the PacketEx engineer took pictures of the room and equipment, prior to project or work commencement.

Once authorized by ██████████████████, the engineer then logged in to the current router and switches to pull the configuration. After which, the removal of the old and installation of the new equipment was executed. The interface configurations from the removed switch were then applied to the new switch, since this was a one-for-one swap.

Upon completion of the configuration, the patch cables to the computers were connected to the switch, and the fiber between the switch and router was connected. The PacketEx engineer then tested the connection to the Internet by pinging a DNS server. If successful, the engineer tested the emergency phone system by doing a test call to 9-1-1. If the connection test was not successful, the engineer troubleshooted the issue until it was resolved. Once connectivity was verified, the PacketEx engineer informed the Pinnacle lead that connectivity testing with the main branch office could begin.

The PacketEx engineer remained on site until all systems on the banking network were confirmed to be good, and that communication with the main office was successful. Once the all-clear was given and systems were good to go, the PacketEx engineer then boxed the removed/old equipment, prepared it and shipped it via the nearest FEDEX office.   All work areas were tidied up, cleared of debris and trash was properly disposed of. WWT, required that the PacketEx engineer take pictures of the room, completed work and the equipment, which were then uploaded to the client.

Prime: ██████████████	Location: Remote	Client: ██████████

PacketEx was hired ████████████████████████████████████ resolve multicast issues. Our goal was to assist them in locating the root cause of multicast failing. Determining multiple best courses of action to resolve this issue along with improving on reliability of the multicast streams. We were also on call to respond to all questions that their engineers may had pertaining to multicast. This also included answering questions about routing.

With the information provided. Our engineers were able to build a replica of their network and created traffic simulating their issue. We were able to point out where the issue could be and some troubleshooting steps that their engineers could do to verify our thoughts. We also recommended changing the multicast topology to reduce flooding of the network and to reduce the complexity of the network.

After 30 days of testing and offering recommendations we were able to successfully resolve the multicast issue. Users are no longer encounter feed loss and are confident that they feed they are expecting is working when needed.

PacketEx engineers received high praises for coming in on short notice to assist with this issue.