

1 task performed, the time expended (if billing is hourly), and the name of the
2 Project. Contractor shall certify on the invoices that Contractor has performed the
3 services in full conformance with this Agreement and is entitled to receive
4 payment. Each invoice shall be accompanied by a progress report indicating the
5 progress to date of services performed and covered by the invoice, including a
6 brief statement of any Project problems and potential causes of delay in
7 performance, and listing those services that are projected for performance by
8 Contractor during the next invoice cycle. Where billing is done and payment is
9 made on an hourly basis, the parties acknowledge that this arrangement is either
10 customary practice for Contractor's profession, industry or business, or is
11 necessary to satisfy audit and legal requirements which may arise due to the fact
12 that City is a municipality.

13 C. Contractor represents that Contractor has obtained all
14 necessary information on conditions and circumstances that may affect its
15 performance and has conducted site visits, if necessary.

16 D. By executing this Agreement, Contractor warrants that
17 Contractor (a) has thoroughly investigated and considered the scope of services to
18 be performed, (b) has carefully considered how the services should be performed,
19 and (c) fully understands the facilities, difficulties and restrictions attending
20 performance of the services under this Agreement. If the services involve work
21 upon any site, Contractor warrants that Contractor has or will investigate the site
22 and is or will be fully acquainted with the conditions there existing, prior to
23 commencement of services set forth in this Agreement. Should Contractor
24 discover any latent or unknown conditions that will materially affect the
25 performance of the services set forth in this Agreement, Contractor must
26 immediately inform the City of that fact and may not proceed except at
27 Contractor's risk until written instructions are received from the City.

28 ///

1 E. Contractor must adopt reasonable methods during the life of
2 the Agreement to furnish continuous protection to the work, and the equipment,
3 materials, papers, documents, plans, studies and other components to prevent
4 losses or damages, and will be responsible for all damages, to persons or
5 property, until acceptance of the work by the City, except those losses or damages
6 as may be caused by the City's own negligence.

7 F. CAUTION: Contractor shall not begin work until this
8 Agreement has been signed by both parties and until Contractor's evidence of
9 insurance has been delivered to and approved by City.

10 2. TERM. The term of this Agreement shall commence on January 22,
11 2014, and shall terminate on January 22, 2016, unless sooner terminated as provided in
12 this Agreement, or unless the services or the Project is completed sooner. The term of
13 this Agreement may be extended for up to two (2), one (1) year terms at the discretion of
14 the City Manager or his designee.

15 3. COORDINATION AND ORGANIZATION.

16 A. Contractor shall coordinate its performance with City's
17 representative. Contractor shall advise and inform City's representative of the
18 work in progress on the Project in sufficient detail so as to assist City's
19 representative in making presentations and in holding meetings on the Project.

20 B. The parties acknowledge that a substantial inducement to City
21 for entering this Agreement was and is the reputation and skill of Contractor's key
22 employee Wende Morishige. City shall have the right to approve any person
23 proposed by Contractor to replace that key employee.

24 4. INDEPENDENT CONTRACTOR. In performing its services,
25 Contractor is and shall act as an independent contractor and not an employee,
26 representative or agent of City. Contractor shall have control of Contractor's work and
27 the manner in which it is performed. Contractor shall be free to contract for similar
28 services to be performed for others during this Agreement; provided, however, that

1 Contractor acts in accordance with Section 9 and Section 11 of this Agreement.
2 Contractor acknowledges and agrees that (a) City will not withhold taxes of any kind from
3 Contractor's compensation; (b) City will not secure workers' compensation or pay
4 unemployment insurance to, for or on Contractor's behalf; and (c) City will not provide
5 and Contractor is not entitled to any of the usual and customary rights, benefits or
6 privileges of City employees. Contractor expressly warrants that neither Contractor nor
7 any of Contractor's employees or agents shall represent themselves to be employees or
8 agents of City.

9 5. INSURANCE.

10 A. As a condition precedent to the effectiveness of this
11 Agreement, Contractor shall procure and maintain, at Contractor's expense for the
12 duration of this Agreement, from insurance companies that are admitted to write
13 insurance in California and have ratings of or equivalent to A:V by A.M. Best
14 Company or from authorized non-admitted insurance companies subject to
15 Section 1763 of the California Insurance Code and that have ratings of or
16 equivalent to A:VIII by A.M. Best Company, the following insurance:

17 (a) Commercial general liability insurance (equivalent in scope to
18 ISO form CG 00 01 11 85 or CG 00 01 10 93) in an amount not less than
19 \$1,000,000 per each occurrence and \$2,000,000 general aggregate. This
20 coverage shall include but not be limited to broad form contractual liability,
21 cross liability, independent contractors liability, and products and
22 completed operations liability. City, its boards and commissions, and their
23 officials, employees and agents shall be named as additional insureds by
24 endorsement (on City's endorsement form or on an endorsement
25 equivalent in scope to ISO form CG 20 10 11 85 or CG 20 26 11 85), and
26 this insurance shall contain no special limitations on the scope of
27 protection given to City, its boards and commissions, and their officials,
28 employees and agents. This policy shall be endorsed to state that the

1 insurer waives its right of subrogation against City, its boards and
2 commissions, and their officials, employees and agents.

3 (b) Workers' Compensation insurance as required by the California
4 Labor Code and employer's liability insurance in an amount not less than
5 \$1,000,000. This policy shall be endorsed to state that the insurer waives
6 its right of subrogation against City, its boards and commissions, and their
7 officials, employees and agents.

8 (c) Professional liability or errors and omissions insurance in an
9 amount not less than \$1,000,000 per claim.

10 (d) Commercial automobile liability insurance (equivalent in scope
11 to ISO form CA 00 01 06 92), covering Auto Symbol 1 (Any Auto) in an
12 amount not less than \$500,000 combined single limit per accident.

13 B. Any self-insurance program, self-insured retention, or
14 deductible must be separately approved in writing by City's Risk Manager or
15 designee and shall protect City, its officials, employees and agents in the same
16 manner and to the same extent as they would have been protected had the policy
17 or policies not contained retention or deductible provisions.

18 C. Each insurance policy shall be endorsed to state that
19 coverage shall not be reduced, non-renewed or canceled except after thirty (30)
20 days prior written notice to City, shall be primary and not contributing to any other
21 insurance or self-insurance maintained by City, and shall be endorsed to state that
22 coverage maintained by City shall be excess to and shall not contribute to
23 insurance or self-insurance maintained by Contractor. Contractor shall notify City
24 in writing within five (5) days after any insurance has been voided by the insurer or
25 cancelled by the insured.

26 D. If this coverage is written on a "claims made" basis, it must
27 provide for an extended reporting period of not less than one hundred eighty (180)
28 days, commencing on the date this Agreement expires or is terminated, unless

1 Contractor guarantees that Contractor will provide to City evidence of
2 uninterrupted, continuing coverage for a period of not less than three (3) years,
3 commencing on the date this Agreement expires or is terminated.

4 E. Contractor shall require that all sub-contractors or contractors
5 that Contractor uses in the performance of these services maintain insurance in
6 compliance with this Section unless otherwise agreed in writing by City's Risk
7 Manager or designee.

8 F. Prior to the start of performance, Contractor shall deliver to
9 City certificates of insurance and the endorsements for approval as to sufficiency
10 and form. In addition, Contractor shall, within thirty (30) days prior to expiration of
11 the insurance, furnish to City certificates of insurance and endorsements
12 evidencing renewal of the insurance. City reserves the right to require complete
13 certified copies of all policies of Contractor and Contractor's sub-Contractors and
14 contractors, at any time. Contractor shall make available to City's Risk Manager or
15 designee all books, records and other information relating to this insurance, during
16 normal business hours.

17 G. Any modification or waiver of these insurance requirements
18 shall only be made with the approval of City's Risk Manager or designee. Not
19 more frequently than once a year, City's Risk Manager or designee may require
20 that Contractor, Contractor's sub-Contractors and contractors change the amount,
21 scope or types of coverages required in this Section if, in his or her sole opinion,
22 the amount, scope or types of coverages are not adequate.

23 H. The procuring or existence of insurance shall not be
24 construed or deemed as a limitation on liability relating to Contractor's
25 performance or as full performance of or compliance with the indemnification
26 provisions of this Agreement.

27 6. ASSIGNMENT AND SUBCONTRACTING. This Agreement
28 contemplates the personal services of Contractor and Contractor's employees, and the

1 parties acknowledge that a substantial inducement to City for entering this Agreement
2 was and is the professional reputation and competence of Contractor and Contractor's
3 employees. Contractor shall not assign its rights or delegate its duties under this
4 Agreement, or any interest in this Agreement, or any portion of it, without the prior
5 approval of City, except that Contractor may with the prior approval of the City Manager
6 of City, assign any moneys due or to become due Contractor under this Agreement. Any
7 attempted assignment or delegation shall be void, and any assignee or delegate shall
8 acquire no right or interest by reason of an attempted assignment or delegation.
9 Furthermore, Contractor shall not subcontract any portion of its performance without the
10 prior approval of the City Manager or designee, or substitute an approved sub-Contractor
11 or contractor without approval prior to the substitution. Nothing stated in this Section
12 shall prevent Contractor from employing as many employees as Contractor deems
13 necessary for performance of this Agreement.

14 7. CONFLICT OF INTEREST. Contractor, by executing this
15 Agreement, certifies that, at the time Contractor executes this Agreement and for its
16 duration, Contractor does not and will not perform services for any other client which
17 would create a conflict, whether monetary or otherwise, as between the interests of City
18 and the interests of that other client. And, Contractor shall obtain similar certifications
19 from Contractor's employees, sub-Contractors and contractors.

20 8. MATERIALS. Contractor shall furnish all labor and supervision,
21 supplies, materials, tools, machinery, equipment, appliances, transportation and services
22 necessary to or used in the performance of Contractor's obligations under this
23 Agreement.

24 9. OWNERSHIP OF DATA. All materials, information and data
25 prepared, developed or assembled by Contractor or furnished to Contractor in connection
26 with this Agreement, including but not limited to documents, estimates, calculations,
27 studies, maps, graphs, charts, computer disks, computer source documentation,
28 samples, models, reports, summaries, drawings, designs, notes, plans, information,

1 material and memoranda ("Data") shall be the exclusive property of City. Data shall be
2 given to City, and City shall have the unrestricted right to use and disclose the Data in
3 any manner and for any purpose without payment of further compensation to Contractor.
4 Copies of Data may be retained by Contractor but Contractor warrants that Data shall not
5 be made available to any person or entity for use without the prior approval of City. This
6 warranty shall survive termination of this Agreement for five (5) years.

7 10. TERMINATION. Either party shall have the right to terminate this
8 Agreement for any reason or no reason at any time by giving fifteen (15) calendar days
9 prior notice to the other party. In the event of termination under this Section, City shall
10 pay Contractor for services satisfactorily performed and costs incurred up to the effective
11 date of termination for which Contractor has not been previously paid. The procedures
12 for payment in Section 1.B. with regard to invoices shall apply. On the effective date of
13 termination, Contractor shall deliver to City all Data developed or accumulated in the
14 performance of this Agreement, whether in draft or final form, or in process. And,
15 Contractor acknowledges and agrees that City's obligation to make final payment is
16 conditioned on Contractor's delivery of the Data to City.

17 11. CONFIDENTIALITY. Contractor shall keep all Data confidential and
18 shall not disclose the Data or use the Data directly or indirectly, other than in the course
19 of performing its services, during the term of this Agreement and for five (5) years
20 following expiration or termination of this Agreement. In addition, Contractor shall keep
21 confidential all information, whether written, oral or visual, obtained by any means
22 whatsoever in the course of performing its services for the same period of time.
23 Contractor shall not disclose any or all of the Data to any third party, or use it for
24 Contractor's own benefit or the benefit of others except for the purpose of this
25 Agreement.

26 12. BREACH OF CONFIDENTIALITY. Contractor shall not be liable for
27 a breach of confidentiality with respect to Data that: (a) Contractor demonstrates
28 Contractor knew prior to the time City disclosed it; or (b) is or becomes publicly available

1 without breach of this Agreement by Contractor; or (c) a third party who has a right to
2 disclose does so to Contractor without restrictions on further disclosure; or (d) must be
3 disclosed pursuant to subpoena or court order.

4 13. ADDITIONAL SERVICES. The City has the right at any time during
5 the performance of the services, without invalidating this Agreement, to order extra work
6 beyond that specified in the RFP or make changes by altering, adding to or deducting
7 from the work. No extra work may be undertaken unless a written order is first given by
8 the City, incorporating any adjustment in the Agreement Sum, or the time to perform this
9 Agreement. Any increase in compensation of ten percent (10%) or less of the Agreement
10 Sum, or in the time to perform of One Hundred Eighty (180) days or less, may be
11 approved by the City Representative. Any greater increases, taken either separately or
12 cumulatively, must be approved by the City Council. It is expressly understood by
13 Contractor that the provisions of this paragraph do not apply to services specifically set
14 forth in the RFP or reasonably contemplated in the RFP. Contractor acknowledges that it
15 accepts the risk that the services to be provided pursuant to the RFP may be more costly
16 or time consuming than Contractor anticipates and that Contractor will not be entitled to
17 additional compensation for the services set forth in the RFP.

18 14. AMENDMENT. This Agreement, including all Exhibits, shall not be
19 amended, nor any provision or breach waived, except in writing signed by the parties
20 which expressly refers to this Agreement.

21 15. RETENTION OF FUNDS. Contractor authorizes the City to deduct
22 from any amount payable to Contractor (whether or not arising out of this Agreement) any
23 amounts the payment of which may be in dispute or that are necessary to compensate
24 the City for any losses, costs, liabilities or damages suffered by the City, and all amounts
25 for which the City may be liable to third parties, by reason of Contractor's acts or
26 omissions in performing or failing to perform Contractor's obligations under this
27 Agreement. In the event that any claim is made by a third party, the amount or validity of
28 which is disputed by Contractor, or any indebtedness exists that appears to be the basis

1 for a claim of lien, the City may withhold from any payment due, without liability for
2 interest because of the withholding, an amount sufficient to cover the claim. The failure
3 of the City to exercise the right to deduct or to withhold will not, however, affect the
4 obligations of Contractor to insure, indemnify and protect the City as elsewhere provided
5 in this Agreement.

6 16. AMENDMENT. This Agreement, including all Exhibits, shall not be
7 amended, nor any provision or breach waived, except in writing signed by the parties
8 which expressly refers to this Agreement.

9 17. LAW. This Agreement shall be construed in accordance with the
10 laws of the State of California, and the venue for any legal actions brought by any party
11 with respect to this Agreement shall be the County of Los Angeles, State of California for
12 state actions and the Central District of California for any federal actions. Contractor
13 shall cause all work performed in connection with construction of the Project to be
14 performed in compliance with (1) all applicable laws, ordinances, rules and regulations of
15 federal, state, county or municipal governments or agencies (including, without limitation,
16 all applicable federal and state labor standards, including the prevailing wage provisions
17 of sections 1770 *et seq.* of the California Labor Code); and (2) all directions, rules and
18 regulations of any fire marshal, health officer, building inspector, or other officer of every
19 governmental agency now having or hereafter acquiring jurisdiction. If any part of this
20 Agreement is found to be in conflict with applicable laws, that part will be inoperative, null
21 and void insofar as it is in conflict with any applicable laws, but the remainder of the
22 Agreement will remain in full force and effect.

23 18. PREVAILING WAGES.

24 A. Consultant agrees that all public work (as defined in California
25 Labor Code section 1720) performed pursuant to this Agreement (the "Public
26 Work"), if any, shall comply with the requirements of California Labor Code
27 sections 1770 *et seq.* City makes no representation or statement that the Project,
28 or any portion thereof, is or is not a "public work" as defined in California Labor

1 Code section 1720.

2 B. In all bid specifications, contracts and subcontracts for any
3 such Public Work, Consultant shall obtain the general prevailing rate of per diem
4 wages and the general prevailing rate for holiday and overtime work in this locality
5 for each craft, classification or type of worker needed to perform the Public Work,
6 and shall include such rates in the bid specifications, contract or subcontract.
7 Such bid specifications, contract or subcontract must contain the following
8 provision: "It shall be mandatory for the contractor to pay not less than the said
9 prevailing rate of wages to all workers employed by the contractor in the execution
10 of this contract. The contractor expressly agrees to comply with the penalty
11 provisions of California Labor Code section 1775 and the payroll record keeping
12 requirements of California Labor Code section 1771."

13 19. ENTIRE AGREEMENT. This Agreement, including all Exhibits,
14 constitutes the entire understanding between the parties and supersedes all other
15 agreements, oral or written, with respect to the subject matter in this Agreement.

16 20. INDEMNITY.

17 A. Consultant shall indemnify, protect and hold harmless City, its
18 Boards, Commissions, and their officials, employees and agents ("Indemnified
19 Parties"), from and against any and all liability, claims, demands, damage, loss,
20 obligations, causes of action, proceedings, awards, fines, judgments, penalties,
21 costs and expenses, including attorneys' fees, court costs, expert and witness
22 fees, and other costs and fees of litigation, arising or alleged to have arisen, in
23 whole or in part, out of or in connection with (1) Consultant's breach or failure to
24 comply with any of its obligations contained in this Agreement, including all
25 applicable federal and state labor requirements including, without limitation, the
26 requirements of California Labor Code section 1770 *et seq.* or (2) negligent or
27 willful acts, errors, omissions or misrepresentations committed by Consultant, its
28 officers, employees, agents, subcontractors, or anyone under Consultant's control,

1 in the performance of work or services under this Agreement (collectively "Claims"
2 or individually "Claim").

3 B. In addition to Consultant's duty to indemnify, Consultant shall
4 have a separate and wholly independent duty to defend Indemnified Parties at
5 Consultant's expense by legal counsel approved by City, from and against all
6 Claims, and shall continue this defense until the Claims are resolved, whether by
7 settlement, judgment or otherwise. No finding or judgment of negligence, fault,
8 breach, or the like on the part of Consultant shall be required for the duty to defend
9 to arise. City shall notify Consultant of any Claim, shall tender the defense of the
10 Claim to Consultant, and shall assist Consultant, as may be reasonably requested,
11 in the defense.

12 C. If a court of competent jurisdiction determines that a Claim
13 was caused by the sole negligence or willful misconduct of Indemnified Parties,
14 Consultant's costs of defense and indemnity shall be (1) reimbursed in full if the
15 court determines sole negligence by the Indemnified Parties, or (2) reduced by the
16 percentage of willful misconduct attributed by the court to the Indemnified Parties.

17 D. The provisions of this Section shall survive the expiration or
18 termination of this Agreement.

19 21. FORCE MAJEURE. If any party fails to perform its obligations
20 because of strikes, lockouts, labor disputes, embargoes, acts of God, inability to obtain
21 labor or materials or reasonable substitutes for labor materials, governmental restrictions,
22 governmental regulations, governmental controls, judicial orders, enemy or hostile
23 governmental action, civil commotion, fire or other casualty, or other causes beyond the
24 reasonable control of the party obligated to perform, then that party's performance will be
25 excused for a period equal to the period of such cause for failure to perform.

26 22. AMBIGUITY. In the event of any conflict or ambiguity between this
27 Agreement and any Exhibit, the provisions of this Agreement shall govern.

28 ///

1 23. NONDISCRIMINATION.

2 A. In connection with performance of this Agreement and subject
3 to applicable rules and regulations, Contractor shall not discriminate against any
4 employee or applicant for employment because of race, religion, national origin,
5 color, age, sex, sexual orientation, gender identity, AIDS, HIV status, handicap or
6 disability. Contractor shall ensure that applicants are employed, and that
7 employees are treated during their employment, without regard to these bases.
8 These actions shall include, but not be limited to, the following: employment,
9 upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or
10 termination; rates of pay or other forms of compensation; and selection for training,
11 including apprenticeship.

12 24. EQUAL BENEFITS ORDINANCE. Unless otherwise exempted in
13 accordance with the provisions of the Ordinance, this Agreement is subject to the
14 applicable provisions of the Equal Benefits Ordinance (EBO), section 2.73 et seq. of the
15 Long Beach Municipal Code, as amended from time to time.

16 A. During the performance of this Agreement, the Consultant
17 certifies and represents that the Consultant will comply with the EBO. The
18 Consultant agrees to post the following statement in conspicuous places at its
19 place of business available to employees and applicants for employment:

20 “During the performance of a contract with the City of Long Beach,
21 the Consultant will provide equal benefits to employees with spouses and its
22 employees with domestic partners. Additional information about the City of
23 Long Beach’s Equal Benefits Ordinance may be obtained from the City of
24 Long Beach Business Services Division at 562-570-6200.”

25 B. The failure of the Consultant to comply with the EBO will be
26 deemed to be a material breach of the Agreement by the City.

27 C. If the Consultant fails to comply with the EBO, the City may
28 cancel, terminate or suspend the Agreement, in whole or in part, and monies due

1 or to become due under the Agreement may be retained by the City. The City
2 may also pursue any and all other remedies at law or in equity for any breach.

3 D. Failure to comply with the EBO may be used as evidence
4 against the Consultant in actions taken pursuant to the provisions of Long Beach
5 Municipal Code 2.93 et seq., Contractor Responsibility.

6 E. If the City determines that the Consultant has set up or used
7 its contracting entity for the purpose of evading the intent of the EBO, the City may
8 terminate the Agreement on behalf of the City. Violation of this provision may be
9 used as evidence against the Consultant in actions taken pursuant to the
10 provisions of Long Beach Municipal Code Section 2.93 et seq., Contractor
11 Responsibility.

12 25. NOTICES. Any notice or approval required by this Agreement shall
13 be in writing and personally delivered or deposited in the U.S. Postal Service, first class,
14 postage prepaid, addressed to Contractor at the address first stated above, and to City at
15 333 West Ocean Boulevard, Long Beach, California 90802, Attn: City Manager, with a
16 copy to the City Clerk at the same address. Notice of change of address shall be given in
17 the same manner as stated for other notices. Notice shall be deemed given on the date
18 deposited in the mail or on the date personal delivery is made, whichever occurs first.

19 26. COVENANT AGAINST CONTINGENT FEES. Contractor warrants
20 that Contractor has not employed or retained any entity or person to solicit or obtain this
21 Agreement and that Contractor has not paid or agreed to pay any entity or person any
22 fee, commission or other monies based on or from the award of this Agreement. If
23 Contractor breaches this warranty, City shall have the right to terminate this Agreement
24 immediately notwithstanding the provisions of Section 10 or, in its discretion, to deduct
25 from payments due under this Agreement or otherwise recover the full amount of the fee,
26 commission or other monies.

27 27. WAIVER. The acceptance of any services or the payment of any
28 money by City shall not operate as a waiver of any provision of this Agreement or of any

1 right to damages or indemnity stated in this Agreement. The waiver of any breach of this
2 Agreement shall not constitute a waiver of any other or subsequent breach of this
3 Agreement.

4 28. CONTINUATION. Termination or expiration of this Agreement shall
5 not affect rights or liabilities of the parties which accrued pursuant to Sections 7, 10, 11,
6 18, 21 and 28 prior to termination or expiration of this Agreement.

7 29. TAX REPORTING. As required by federal and state law, City is
8 obligated to and will report the payment of compensation to Contractor on Form 1099-
9 Misc. Contractor shall be solely responsible for payment of all federal and state taxes
10 resulting from payments under this Agreement. Contractor shall submit Contractor's
11 Employer Identification Number (EIN), or Contractor's Social Security Number if
12 Contractor does not have an EIN, in writing to City's Accounts Payable, Department of
13 Financial Management. Contractor acknowledges and agrees that City has no obligation
14 to pay Contractor until Contractor provides one of these numbers.

15 30. ADVERTISING. Contractor shall not use the name of City, its
16 officials or employees in any advertising or solicitation for business or as a reference,
17 without the prior approval of the City Manager or designee.

18 31. AUDIT. City shall have the right at all reasonable times during the
19 term of this Agreement and for a period of five (5) years after termination or expiration of
20 this Agreement to examine, audit, inspect, review, extract information from and copy all
21 books, records, accounts and other documents of Contractor relating to this Agreement.

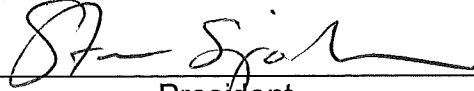
22 32. THIRD PARTY BENEFICIARY. This Agreement is not intended or
23 designed to or entered for the purpose of creating any benefit or right for any person or
24 entity of any kind that is not a party to this Agreement.

25 ///
26 ///
27 ///
28 ///

1 IN WITNESS WHEREOF, the parties have caused this document to be duly
2 executed with all formalities required by law as of the date first stated above.

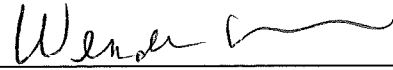
3 THE RYTE PROFESSIONALS, a
4 corporation

5 3-12-14, 2014

By 
6 President

Steven Sjostrom
7 Type or Print Name

8 3-12-14, 2014


By 

Wende Moristush
9 Secretary
10 Type or Print Name

11 "Consultant"

12 CITY OF LONG BEACH, a municipal
13 corporation

14 4.1, 2014

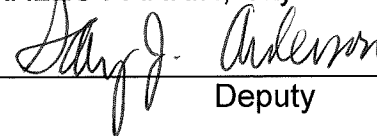
By  Assistant City Manager
15 City Manager

16 "City"

EXECUTED PURSUANT
17 TO SECTION 301 OF
18 THE CITY CHARTER.

19 This Agreement is approved as to form on March 18,
20 2014.

21 CHARLES PARKIN, City Attorney

22 By 
23 Deputy

OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach, CA 90802-4664

Exhibit A



4141 Ball Road Suite, #517
Cypress, CA 90630
main line: 714.821.6699
fax: 714.821.0009
rytepros.com



City of Long Beach
Purchasing Division
333 W Ocean Blvd/7th Floor
Long Beach CA 90802

City of Long Beach

Request For Proposal Number TS 14-011

For

Information Technology Professional Services

Release Date: October 28, 2013
Due Date: November 27, 2013

For additional information, please contact:

Michelle King, Buyer II, 562-570-6020

This RFP is available in an alternative format by calling 562-570-6200

See Page 5, for instructions on submitting proposals.

Company Name THE RyTE Professionals Contact Person Wende Morishige

Address 4141 Ball Road Suite 517 City Cypress State CA Zip 90630

Telephone (714) 821-6699 Fax (714) 821-0009 Federal Tax ID No. [REDACTED]

Prices contained in this proposal are subject to acceptance within _____ calendar days.

I have read, understand, and agree to all terms and conditions herein. Date November 22, 2013

Signed _____

Print Name & Title Wende Morishige, President, Business Development



4141 Ball Road Suite, #517
Cypress, CA 90630

main line: 714.821.6699
fax: 714.821.0009
rytepros.com

November 22, 2013

City of Long Beach
Purchasing Division
Attention: Michelle King, Buyer II
333 W. Ocean Blvd./ 7th Floor
Long Beach, CA 90802

RE: Request for Proposal No.: TS 14-011
For: Information Technology Professional Services

Dear Ms. Chambers:

Thank you for inviting THE RyTE Professionals to bid on the Information Technology Professional Services, Request for Proposal No.: TS 14-011. We are a current vendor and hope to continue our partnership with this RFP.

THE RyTE Professionals is pleased to respond to The City of Long Beach's Request for Proposal for Information Technology Professional Services and presenting our capabilities in partnering and providing IT computer professionals for your supplemental staffing needs. THE RyTE Professionals is well-positioned to provide The City of Long Beach with high-quality temporary technical support at a cost-effective price. With combined experience of over thirty years of experience in the supplemental staffing business, our staff is fully capable of meeting and exceeding The City of Long Beach's supplemental staffing needs. A seasoned recruiting staff, state-of-the art tools and systems, are just some of THE RyTE Professionals' qualifications. Just as important, THE RyTE Professionals has demonstrated a year-after-year commitment to high client satisfaction.

The following is THE RyTE Professionals' response to The City of Long Beach's Request for Proposal for Information Technology Professional Services. If there are any questions, I can be reached at 714.821.6699, x101 or wende@rytepros.com. Again, thank you for allowing THE RyTE Professionals to respond to this RFP and proposing our services.

Warm regards,

Wende Morishige
President, Business Development



4141 Ball Road Suite, #517
Cypress, CA 90630

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7. PROJECT SPECIFICATIONS

7.1 Application-Specific Services

Although THE RyTE Professionals is not a consulting project development company, we are able to provide consultants with the experience listed in this section.

Application	Version
Hansen CDR/Billing	8.3x
ESRI GIS	10.x
Cityworks	2012.1
Oracle CC&B	2.x

7.2 General IT Services

If proposing the ability to provide General IT Services, consultants must be able to provide the following services:

7.2 Pass-through staffing where the City identifies the resource.

THE RyTE Professionals charges a 25% payroll charge, which includes taxes and burden rate of the consultant.

7.2.2 Allow the City to indicate the threshold and criteria when looking for available resources (e.g. Attempt to find a Jr. BA with one to two years of experience for less than \$35/hr).

THE RyTE Professionals agrees and will do everything possible to find quality candidates; however, if we are not able to find candidates within this rate range, we will let the City know what we are finding in the marketplace. We are also careful to screen candidates to ensure they will not leave their contract if accepting a contract within this rate range.

7.2.3 Find qualified resources based on technical skills desired.

THE RyTE Professionals has a database of over 10,000 candidates. Our team keeps an active recurring hotlist of candidates in specified skill sets that are available and screened. Oftentimes, they are consultants we have worked with and are awaiting their next contract.



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Business Analyst

- Possession of a Bachelor's degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor's degree and 5 plus years of work experience as a Project Manager and/or Business Analyst;
- Comprehensive knowledge of business processes and workflow processes;
- Comprehensive knowledge of research and analysis methods and techniques;
- Thorough knowledge of computer systems and business applications;
- Ability to multi-task and manage parallel initiatives with sometimes-conflicting resources demands. Ability to find creative ways to mitigate the risks and the resource conflicts in order to deliver on the highest value projects;
- Ability to research and analyze computer software applications;
- Ability to develop effective business processes and work flow processes;
- Ability to translate designated business functions and requirements into functional system design specifications;
- Ability to effectively assess situations and solve problems logically and systematically;
- Ability to prepare reports and related information as needed;
- Ability to keep abreast of current trends and developments in business and technical solutions;
- Ability to communicate technical information to line personnel;
- Ability to communicate with others and assimilate and understand information in a manner consistent with the essential job functions;
- Ability to perform requirements definition;
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems;
- Ability to establish and maintain effective working relationships with other City departments and software vendors;
- Effective written and oral communications skills;
- Additional coursework or certification as a Business Analyst is desirable.

Project Manager

- Possession of a Bachelor's degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor's degree and 5 plus years of work experience as a Project Manager;
- Experience with Software Development Lifecycle (SDLC) best practices
- Previous experience managing deployment of software application, including finance, Utility Billing, and HR;
- Experience managing projects that were on completed on schedule and on budget;
- Full understanding of Project Management Institute (PMI) methodology;



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- Ability to see the “big picture” and how each project will affect the business;
- Ability to successfully function in a matrixed management environment;
- Comprehensive knowledge of business processes and workflow processes;
- Comprehensive knowledge of research and analysis methods and techniques;
- Thorough knowledge of computer systems and business applications;
- Ability to multi task and manage parallel initiatives with sometimes-conflicting resources demands. Ability to find creative ways to mitigate the risks and the resource conflicts in order to deliver on the highest value projects;
- Ability to translate designated business functions and requirements into functional system design specifications;
- Ability to assess situations and solve problems logically and systematically;
- Ability to prepare status reports and presentation to upper management
- Ability to communicate technical information to line personnel;
- Ability to communicate with people at all levels of the organization, assimilate and understand information in a manner consistent with the essential job functions;
- Ability to perform requirements definition;
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems;
- Ability to establish and maintain effective working relationships with other City departments and software vendors;
- Effective written and oral communications skills;
- Additional coursework or certification as a Project Manager is desirable;
- PMP Certification desirable.

Legacy System Programmer

- Possession of a Bachelor’s degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor’s degree and 5 plus years of work experience as a Programmer/ Analyst;
- Proficient on the IBM Mainframe MVS OS;
- Senior programming skill using COBOL, IMS/DB DC and DLI, CICS, MVS/JCL, TSO, DB2 and assorted utilities such as Fileaid, File Manager and Expediter;
- Proficient using Microsoft products Excel, Work and MS Project;
- Excellent communication skills.

Applications/Web developer

- 4+ years professional work experience in software development
- Hands-on experience in one or more: .NET framework: ASP.NET, VB.NET, XML, classic ASP, SQL Server, Web Services, HTML, Crystal Reports, Java, and JavaScript
- Experience with Visual Studio.NET and other VS Tools in an application development environment



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- Experience with the following a plus: WebSphere, Weblogic, Apache/Tomcat, Internet Information Services, ANT, CSS, PHP, PERL, Cold Fusion, SharePoint, AJAX, XML, J2EE, JDBC, Eclipse, ANT, Struts, JUNIT, JBOSS, NetBeans, JSP, JSF, and JSTL
- Ability to perform requirements definition
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems
- Experience with Software Development Lifecycle (SDLC) best practices

Website/Graphic Designer

- Experience with one or with one or more: Adobe PhotoShop, InDesign, Illustrator, Dreamweaver, Premiere, Adobe Flash, HTML
- Experience with the following a plus: ActionScript, CSS, XML, ActionScript, Web 2.0, JavaScript, Animation/character design with 3D Studio Max, AJAX Frameworks, Microsoft Visual Studio .Net 2003 (2005)
- Experience with graphics design and creation
- Experience designing consumer oriented web-based interfaces
- Must have a high level of knowledge and application of CSS and JavaScript in developing the Presentation Layer of web applications (User Interface, User Experience and Interactivity)
- Experience working with website content management – Ektron CMS

Database Administrator

- Experience with either Oracle or Microsoft database administration
- Strong experience in developing and maintaining relational databases including backup/recovery procedures is required
- DBMS software installation, configuration and upgrade experience
- Experience with patch management is essential.
- Experience with RDBMS performance tuning, and data security protocols.
- SQL performance tuning skills to identify poorly performing queries, guide developer in rewriting SQL to reduce IO and CPU cost and assures index optimization.
- Experience with a RAC or clustered environments

Systems Support / Production Support Specialist

- Ability to support Client Server/Web Applications (COTS)
- Understanding of SQL and Oracle Databases
- General understanding of FTP Processes
- Technical background
- Excellent verbal and written communication skills
- Customer service skills



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iPhone Developer

- Strong Objective C and C++ Skills
- Excellent problem solving abilities
- Good communication Skills
- iPhone SDK 3.0
- Xcode IDE/Cocoa Touch
- Algorithms and data structures
- OOP design patterns

Windows Server Administrator

- Active Directory management
- Creation of policies for things like acceptable use
- Backup strategy
- OS patching/upgrades
- Software installs/upgrades
- Monitoring/alert config
- Performance tuning
- Security of data - and physical security of the servers themselves
- End-user training on server use

Communications Network Specialists

- Principles of Metropolitan Area Network (MAN) design, implementation, and administration
- Principles of Local Area Network (LAN) design, implementation, and administration such as Virtual Local Area Networks (VLAN) and Wireless Local Area Networks (WLAN)
- Principles of design, development, implementation, storage, and operation of data (both local and wide area), video and voice telecommunications systems
- Characteristics, capabilities, and uses of telecommunications system components, including data communications lines and equipment, data-access arrangement equipment, input and output devices, communications processors, line concentrators, telecommunications software, switching networks, multiplexers, terminals, modems, and voice PBX systems
- Computer networks: ETHERNET, 10 Base-T, LAN, WAN, PBX/KSU, VOIP voice systems
- Communications network architectures, programmable protocol analyzers, and communications hardware
- Network security and access control such as Intrusion Protection Systems (IPS) and



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Virtual Private Network (VPN) Appliances

- Components, capabilities and uses of servers and other computer equipment
- Operation and application of a wide variety of network software
- Troubleshooting methods and equipment used in the detection of malfunctions and the maintenance of optimum operating efficiency of telecommunications systems
- Operation of data scopes, programmable protocol analyzers and voice/data test sets
- Spelling, punctuation, and English usage
- Principles of recordkeeping

Voice Communications Specialist (VoIP)

This position is responsible for planning, and implementing VoIP. The candidate will set goals, monitor work, and evaluate results to ensure objectives and operating requirements are met and are in line with the needs and mission of the organization. Although the primary focus of this position is to implement and support VoIP installations, the candidate may also be tasked with general network support and build-outs including security, routing, switching, wireless, and other network related duties.

The candidate will also be required to provide mentoring, and training.

Essential Functions

- Work with management team to develop a comprehensive and successful Cisco Unified Communications business unit and plan
- Work with customer to deploy and install elements of their Cisco Unified Communications system.
- Responsible for design, staging, configuration, implementation, and support for VoIP installations as necessary

Wireless communications Specialist (RF&WiFi)

Radio Frequency Engineer is responsible for the analysis, design, implementation, optimization and enhancement of wireless telecommunications networks. Responsibilities include link budgets analysis, system dimensioning for coverage and capacity including traffic analysis, initial system design and dimensioning, coverage planning, site identification, evaluation and zoning support, frequency planning, interference analysis and optimization. The individual will typically oversee and guide the work of Associate and Design Engineers, in charge of managing the day to day operations of the projects, and interface with Project Managers. The Senior Engineer will answer technical questions as well as day to day operational questions.

DeskTop Support Technician

This position assists staff in Corporate Office and remote locations with technical support of desktop computers, applications and related technology. Support includes



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specifications, installation and testing of computer systems and peripherals within established guidelines. Employee will also assist in the maintenance and testing of network servers, and associated equipment.

Responsibilities:

- Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Works with procurement staff to purchase hardware and software
- Assesses functional needs to determine specifications for purchases
- Maintain Telephone Systems

Qualifying Experience:

- 0 -2 years experience supporting Windows 2000 and XP desktop/laptop PCs
- Experience troubleshooting hardware issues and replacing hardware on both desktop and laptop PCs
- Experience installing software, patches, updates on Desktops, Laptops, Servers
- Experience troubleshooting basic network, software, printing problems
- Customer Service Experience a must

7.3 Project-Specific Services

If proposing the ability to bid on Project-Specific Services, consultants must be able to meet the following criteria:

7.3.1 Able to provide fixed-price cost estimates.

Not Applicable.

7.3.2 Agree to follow the City's development standards and conventions (Microsoft .NET shop) and provide transfer of knowledge and source code.

THE RyTE Professionals agrees to have its consultants adhere to the City's development standard, conventions and provide transfer of knowledge and source code.

7.3.3 Agree that all work product will be the property of City to use

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modify, and distribute royalty-free (with the exception of any 3rd party components).

THE RyTE Professionals agrees that all work produced by our consultants is the property of the City of Long Beach to use, modify and distribute royalty-free.

7.4 Additional Requirements

Please address the following:

7.4.1 Please provide a description of your candidate screening process.

THE RyTE Professionals is extremely thorough in the screening and qualifying of its candidates. We have an extensive database of IT professionals and many qualified candidate referrals from our past and present employees to establish our recruiting foundation.

Our database is the first place our recruiters look to source from, as many of these candidates have been interviewed and processed prior to a job order coming in. Oftentimes these are candidates that have worked for us before and we know their value, or they have been referred by known and trusted individuals.

Additionally, our Recruiters maintain a "hot list" of processed candidates by skills sets, generated directly from our candidate database. This is our tool for quick responses to many of our clients' needs. Approximately, 80% of our placements are made through use of our in-house database.

THE RyTE Professionals Recruiting Cycle

Based on a job order and skills description from the City, we first qualify and screen candidates over the phone ensuring communication skills are good. We then meet them in person or "Skype" interview, whenever possible, to ensure personal, professional, technical and analytical skills are there. Account Managers and/or our Recruiters meet most local candidates. We believe that in meeting each candidate, this helps to better understand the candidate's qualifications, personality and professional goals that a telephone screen or a resume does not always reflect.

If a candidate is deemed a great fit for a City position, THE RyTE Professionals' recruiters check recent professional references. We use a very comprehensive reference checklist on all candidates, and have guidelines of questions that help to ensure Recruiters are covering everything from technical qualifications, performance measures and professional demeanor. Having been in the industry since 1987, we not only check the candidates references given to us by them, but in most cases, we can call someone we know in that company that has actually worked alongside them and give us a better perspective as to their work ethic, personality and technical skill set.



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THE RyTE Professionals only submits candidates after all due diligence has been performed: resume screening and verification, meeting candidates, checking recent references, and when needed, having candidates technically screened by trusted resources in the industry with the specified skill sets.

7.4.2 Do you have a minimum term commitment when placing consultants (e.g. 1 month, 6 months, or no minimums)?

THE RyTE Professionals does not have a specified term when placing consultants on contract. Our term agreements concur with our job orders and we have provisions for extension should a client desire a longer contract term. Additionally, we have a contract-to-hire agreement if the City wishes to hire a RyTE Professionals consultant.

7.4.3 Are there any penalties to the City or the consultant if the consultant applies for and is hired for an internal City position? If so, are these penalties eliminated after a certain amount of time on contract (e.g. 3 mos., 6mos.)?

THE RyTE Professionals' existing policy is to let a client hire our consultant and waive the fee after six months. Please see the attached Contract-To-Hire Schedule if the City would like to hire a consultant prior to six months. There are no penalties to the Consultant.

7.4.4 Are you able to provide contractors that are local Long Beach Residents?

Absolutely. THE RyTE Professionals is a local Southern California firm and almost all of our expertise is working in this area for our clients.

7.4.5 If a Project arose that required a fixed bid, would you be able to provide the bid based on requirements supplied?

THE RyTE Professionals' is a contingent staffing agency and does not bid on fixed priced projects, but can certainly staff up to the requirements as stated in an SOW.

7.4.6 Are there additional "value added" services that your company can provide to support technical projects?

THE RyTE Professionals can support any project the City of Long Beach has and due to the company management and recruiting staff's number of years in IT services, we can find the most cost effective and quality candidate to support those initiatives.



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8. **WARRANTY/MAINTENANCE AND SERVICE**

Not applicable

9. **COMPANY BACKGROUND AND REFERENCES**

9.1 **Primary Contractor Information**

Contractors/Consultants must provide a company profile. Information provided shall include:

9.1.1 Company ownership.

SWS2, Incorporated
DBA: THE RyTE Professionals
4141 Ball Road, Suite 517
Cypress, CA 90630

Incorporated in the State of California, July, 2006

9.1.2 Location of the company offices.

THE RyTE Professionals offices
4141 Ball Road, Suite 517
Cypress, CA 90630

413 Brook Creek Drive
Cary, North Carolina 27519

The above offices services all of our California and out of state accounts. The Cypress office is THE RyTE Professionals' corporate office.

9.1.3 Location of the office servicing any California account(s).

THE RyTE Professionals offices
4141 Ball Road, Suite 517
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9.1.4 Number of employees both locally and nationally.

We are a certified local minority and woman-owned California Company with a full time staff of 3 Account Managers and 4 Recruiters. We also have our own in house HR/Payroll Manager, as well as administrative staff to support our offices.



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THE RyTE Professionals currently has over 130 consultants on billing.

9.1.5 Location(s) from which employees will be assigned.

Our locations for our employees varies from client to client.

9.1.6 Name, address and telephone number of the vendor's point of contact for a contract resulting from this RFP.

Wende Morishige
THE RyTE Professionals
4141 Ball Road, Suite 517
Cypress, CA 90630
714.821.6699 – W
714.821-0009 – fax

9.1.7 Company background/history and why vendor is qualified to provide the services described in this RFP.

THE RyTE Professionals was formed and incorporated in July of 2006 as a Minority, Women-Owned business. We provide IT consultants to many premiere Southern California companies, many of which we are a Tier One preferred staffing vendor. THE RyTE Professionals' experience spans a wide-range of industries and technologies.

Services range from supplemental staffing, contract/consulting or full time placements. THE RyTE Professionals' client base includes organizations of all sizes, where our personalized service is tailored to each of their business needs.

THE RyTE Professionals has been working with the City since 2007 in providing IT consultants, and hopes to continue the partnership with this RFP.

Representative clients include:

- City of Long Beach
- Port of Long Beach
- American Honda Motor Corporation
- American Honda Finance Corporation
- Honda Federal Credit Union
- DirecTV
- Bank of America
- Edwards LifeSciences
- Experian
- First American



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- Hyundai and Kia Motor Corporation
- Hyundai Capital America
- Kubota Corporation
- Toyota Financial Services
- Digital Insight
- Avery Dennison
- Intuit
- Chevron Products Company
- The Kabbalah Centre
- CKE Restaurants
- Yokohama Tires
- YMCA
- Jones Lumber
- Pacific Life
- Corinthian Colleges
- Kawasaki Motor Corporation, U.S.A.
- Monarch Healthcare
- Snap On Tools
- Ayn Rand Institute
- Ceridian Tax Services
- Quantum
- Toshiba

THE RyTE Professionals places a full range of IT professionals in contract, contract to hire and full time positions. On the business/IT development side, we are experienced in qualifying and placing Project Managers, Architects, Developers, Business Systems Analysts, Testers and Documentation Specialists.

THE RyTE Professionals also specializes in placing IT candidates on the operations and infrastructure side, with positions ranging from Project Managers, Network and Security Engineers/Administrators, Helpdesk and Desktop and Business Continuity consultants.

THE RyTE Professionals Profiles

Wende Morishige - President of THE RyTE Professionals. Wende has been in the staffing industry since 1987, and brings a tremendous amount of knowledge and experience to the supplemental staffing business. She has held titles ranging from Recruiter, Manager, Account Manager and Vice President and President of Business Development, and has worked for some of the premiere staffing firms in Southern California, including DPRC (Data Processing Resources Corporation) and ITresources. The Account Management and Recruiting staff of THE RyTE Professionals collectively have over 40 years of staffing experience in Southern California.



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Sue Considine – Sue has also been in the recruiting industry since 1987, and has worked for premiere staffing firms, including Data Processing Resources Corporation and ITresources. She has been responsible for managing branch offices, and mentoring and training the recruiting staff. She was solely responsible for developing the National Staffing Office for DPRC, and was instrumental in placing over 200 consultants/employees at DPRC's national accounts, such as Microsoft, Charles Schwab, Nations Bank and Toyota Motor Sales of America, within a three year period.

Mark Varney - Mark has 14 years of Business and Technical Recruiting experience and is in his sixth year with THE RyTE Professionals. He brings solid experience as a staffing agency recruiter and branch manager, and has solid business acumen. His recruiting background covers a broad base of industries such as Automotive, Software Development, Financial Services, Entertainment, New Media, Internet based B2B and B2C and Retail. He follows best practices in interviewing candidates, and utilizes behavioral interviewing techniques which gives him a keen sense of how to find the best possible resources for our clients and their environments.

Andria Rosado – As a Recruiter and Project Coordinator resource specialist supporting management, sales and the technical recruiting staff, Andria brings her highly proficient hands-on business and technical skills into play providing assistance to each level of the business. Her background includes working in large dynamic corporate environments that mimic those of many of our clients; she has honed her recruiting and administrative and resourcing skills while working at companies such as Time-Warner, AT&T and T. Rowe Price. She brings 18 years of resourcing and administrative experience and is constantly updating her skills to meet the demanding needs of the operation of a staffing firm.

THE RyTE Professionals adheres to several corporate initiatives and values that we believe will assist The City in meeting your business staffing objectives:

- **Client Satisfaction** – We pride ourselves on providing the highest levels of satisfaction to its customers. We truly partner with our clients to allow them to focus on their core business.
- **Commitment to Quality** – We focus on IT contingent staffing with a “zero defect” mindset. We strive to make sure our clients' are completely satisfied with our candidates or we will replace them to meet your satisfaction.
- **Commitment to Service** – We are confident that we deliver quality contingent workers in a timely and efficient manner.
- **Valued Employees** – Our service is only achieved by attracting and maintaining the highest levels of technology staff.
- **Personalized Support** – Our experience has found that each client we serve is different in its needs and service. Our personalized account management approach helps us achieve a strong and long lasting



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partnership with our client.

9.1.8 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

THE RyTE Professionals was formed and incorporated in July of 2006 as a Minority, Women-Owned business. THE RyTE Professionals has been working with the City since 2007 in providing IT consultants, and hopes to continue the partnership with this RFP.

9.1.9 Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

See attached sample resumes of job titles mentioned in section 7.

9.2 Subcontractor Information

9.2.1 Does this proposal include the use of subcontractors?

Yes _____ No X Initials _____



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If "Yes", vendor must:

- 9.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.
- 9.2.1.2 Provide the same information for any subcontractors as is indicated in Section 8.1 for the vendor as primary contractor.
- 9.2.1.3 References as specified in Section 8.3 below must also be provided for any proposed subcontractors.
- 9.2.1.4 The City requires that the awarded vendor provide proof of payment of any subcontractors used for this project. Proposals shall include a plan by which the City will be notified of such payments.
- 9.2.1.5 Primary contractor shall not allow any subcontractor to commence work until all insurance required of subcontractor is obtained.

9.3 References

Vendors should provide a minimum of three (3) references from similar projects performed for state and/or large local government clients within the last three years. Information provided shall include:

**9.3.1 Client
name**

**9.3.2 Project
description**

**9.3.3 Project dates (starting and
ending)**

**9.3.4 Staff assigned to reference engagement that will be designated
for work per this RFP**

**9.3.5 Client project manager name and telephone
number**

Jim Cisneros
Vice President
Hyundai Capital America
19500 Jamboree, Ste. 250
Irvine, CA
714.965.3000

THE RyTE Professionals provides IT consultants to Hyundai Capital America ranging from short and long term contracting assignments. We have also had consultants convert full time with this client. The



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technical environment consisted of mainframe, client/server, web technologies and a number of solutions software (SAP, PEOPLESOFT, ORACLE, CRM, SIEBEL, .NET, JAVA).

Joni Rolonaitis
Vice President
Experian
475 Anton Boulevard
Costa Mesa, CA
714.830.5920

THE RyTE Professionals provides IT consultants to Experian ranging from short and long term contracting assignments. We have also had consultants convert full time with this client. The technical environment consisted of mainframe, client/server, web technologies and a number of solutions software (Legacy systems, C++, Front and back end developers, .NET, PEOPLESOFT, ORACLE, CRM, SIEBEL, Administrators).

Jose Basterrechea
Manager
American Honda Motor Company
1919 Torrance Boulevard
Torrance, CA
310.781.4795

THE RyTE Professionals provides IT consultants to American Honda Motor Company ranging from short and long term contracting assignments. We have also had consultants convert full time with this client. The technical environment consisted of mainframe, client/server, web technologies and a number of solutions software (Legacy systems, .NET, Oracle, SAP, PEOPLESOFT, ORACLE, CRM, JAVA, Architects, Administrators, DBAs).

Account Manager: Wende Morishige

9.4 Business License

Not Applicable



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10. COST

10.1 Contractors must provide detailed fixed prices, including out-of-pocket expenses, for all costs associated with the responsibilities and related services indicated herein. Clearly specify the nature of expenses anticipated and the amount of each category for out-of-pocket expenses.

Not applicable.

10.2. Contractors bidding on the Application-Specific Services must specify the hourly rates for each classification of resource (e.g. Project Manager, Sr. Consultant, Consultant, DBA, etc.) in the format specified by the following table:

Not Applicable.

10.3 Contractors bidding on the General IT Services must provide the following:

10.3.1 Provide the percentage markup for pass through staff.

For pass through staff, the percentage of markup will be 25%. Pass through staff is defined as the following:

Bill Rate – Pay Rate = X. Pay Rate divided back into Bill rate is percentage markup, which includes tax burden.

10.3.2 Provide sample hourly rates using existing resources for each of the positions listed in section 7.2 using the format specified in the following table:

Business Analyst hourly rate	\$65.00 - \$80.00	same as
Project Manager hourly rate	\$85.00 - \$100.00	same as
Legacy Programmer hourly rate	\$65.00 - \$70.00	same as
Applications / Web Developer hourly rate	\$65.00 - \$85.00	same as
Website Graphic Designer hourly rate	\$50.00 - \$70.00	same as



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Database Administrator hourly rate	\$80.00 - \$95.00	same as
Lotus Notes Support Specialist hourly rate	\$70.00 - \$85.00	same as
Systems Support/ hourly rate	\$50.00 - \$75.00	same as
Production Support Specialist hourly rate	\$50.00 - \$75.00	same as
IPhone Developer hourly rate	\$75.00 - \$95.00	same as

10.4 Contractors bidding on the Project-Specific Services must specify hourly rates for project staff using the format specified in the following table:

Not Applicable.

11. ADDITIONAL REQUIREMENTS FROM FUNDING SOURCE

Not applicable

12. TERMS, CONDITIONS AND EXCEPTIONS

12.1 This contract will be for a period of 24 months with two annual renewal options at the option of the city. The contract term will not exceed 48 months total.

12.2 The City reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the City to do so.

12.3 The City reserves the right to waive informalities and minor irregularities in proposals received.

12.4 The City reserves the right to reject any or all proposals received prior to contract award.

12.5 The City shall not be obligated to accept the lowest priced proposal, but will



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make an award in the best interests of the City of Long Beach after all factors have been evaluated.

- 12.6 Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective Contractors.
- 12.7 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements, lease purchase agreements and the Contractor's standard contract language. The omission of these documents may render a proposal non-responsive.
- 12.8 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
- 12.9 Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.
- 12.10 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time.
- 12.11 The price and amount of this proposal must have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or prospective vendor.
- 12.12 No attempt may be made at any time to induce any firm or person to refrain from submitting a proposal or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
- 12.13 Prices offered by Contractors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded Contractor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded Contractor for implementation of their proposal.
- 12.14 The City is not liable for any costs incurred by Contractors prior to entering into a formal contract. Costs of developing the proposals or any other such expenses incurred by the Contractor in responding to the RFP, are entirely the responsibility of the Contractor, and shall not be reimbursed in any manner by the City.
- 12.15 Proposal will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law. Each Contractor may clearly label all or part of a proposal as "CONFIDENTIAL"



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provided that the Contractor thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City shall constitute a complete waiver of any and all claims for damages caused by any release of the information.

- 12.16 A proposal submitted in response to this RFP must identify any subcontractors, and outline the contractual relationship between the awarded Contractor and each subcontractor. An official of each proposed subcontractor must sign, and include as part of the proposal submitted in response to this RFP, a statement to the effect that the subcontractor has read and will agree to abide by the awarded Contractor's obligations.
- 12.17 The awarded Contractor will be the sole point of contract responsibility. The City will look solely to the awarded Contractor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded Contractor shall not be relieved for the non-performance of any or all subcontractors.
- 12.18 The awarded Contractor must maintain, for the duration of its contract, insurance coverages as required by the City. Work on the contract shall not begin until after
the awarded Contractor has submitted acceptable evidence of the required insurance coverages.
- 12.19 Each Contractor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. The City reserves the right to disqualify any Contractor on the grounds of actual or apparent conflict of interest.
- 12.20 Each Contractor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Contractor or in which the Contractor has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any proposal. The City reserves the right to reject any proposal based upon the Contractor's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
- 12.21 The City will not be liable for Federal, State, or Local excise taxes.
- 12.22 Execution of Attachment A of this RFP shall constitute an agreement to all terms and conditions specified in the RFP, including, without limitation, the Attachment B contract form and all terms and conditions therein, except such terms and conditions that the Contractor expressly excludes.



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- 12.23 The City reserves the right to negotiate final contract terms with any Contractor selected. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded Contractor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the City during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the awarded Contractor's proposal, and the awarded Contractor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.
- 12.24 Contractor understands and acknowledges that the representations above are material and important, and will be relied on by the City in evaluation of the proposal. Any Contractor misrepresentation shall be treated as fraudulent concealment from the City of the true facts relating to the proposal.
- 12.25 No announcement concerning the award of a contract as a result of this RFP may be made without the prior written approval of the City.
- 12.26 Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Long Beach Municipal Code Section 2.73 *et seq.*, the **Equal Benefits Ordinance**. Proposers shall refer to attachment/appendix for further information regarding the requirements of the ordinance.

All Proposers shall complete and return, with their bid, the Equal Benefits Ordinance Compliance form contained in the attachment/appendix. Unless otherwise specified in the procurement package, Proposers do not need to submit with their bid supporting documentation proving compliance. However, supporting documentation verifying that the benefits are provided equally shall be required if the proposer is selected for award of a contract.

- 12.27 All work performed in connection with construction shall be performed in compliance with (a) all applicable laws, ordinances, rules and regulations of federal, state, county or municipal governments or agencies (including, without limitation, all applicable federal and state labor standards, including the prevailing wage provisions of sections 1770 *et seq.* of the California Labor Code), and (b) all directions, rules and regulations of any fire marshal, health officer, building inspector, or other officer of every governmental agency now having or hereafter acquiring jurisdiction. The Contractor shall indemnify, defend and hold the City harmless from any and all claims, causes of action and liabilities based upon or arising from the failure of any work related to the Project to comply with all such applicable legal requirements, including, without limitation, any such claims, causes of action or liabilities that may be asserted against or incurred by City with respect to or in any way arising from the Project's compliance with or failure to comply with



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applicable laws, including all applicable federal and state labor requirements including, without limitation, the requirements of California Labor Code section 1770 *et seq.*

Contractor agrees that all public work (as defined in California Labor Code section 1720) performed pursuant to this Agreement (the "Public Work"), if any, shall comply with the requirements of California Labor Code sections 1770 *et seq.* City makes no representation or statement that the Project, or any portion thereof, is or is not a "public work" as defined in California Labor Code section 1720.

In all bid specifications, contracts and subcontracts for any such Public Work, Contractor shall obtain the general prevailing rate of per diem wages and the general prevailing rate for holiday and overtime work in this locality for each craft, classification or type of worker needed to perform the Public Work, and shall include such rates in the bid specifications, contract or subcontract. Such bid specifications, contract or subcontract must contain the following provision: "It shall be mandatory for the contractor to pay not less than the said prevailing rate of wages to all workers employed by the contractor in the execution of this contract. The contractor expressly agrees to comply with the penalty provisions of California Labor Code section 1775 and the payroll record keeping requirements of California Labor Code section 1771."



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Attachment B

PRO-FORMA AGREEMENT

[Depending on service, a different pro-forma agreement may be used. Contact Purchasing or your department's attorney.]

[Insurance requirements may also change; contact Risk Management.]



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Attachment C Statement of Non-collusion

The proposal is submitted as a firm and fixed request valid and open for 90 days from the submission deadline.

This proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal and the proposer has not in any manner sought by collusion to secure for himself or herself an advantage over any other proposer.

In addition, this organization and its members are not now and will not in the future be engaged in any activity resulting in a conflict of interest, real or apparent, in the selection, award, or administration of a subcontract.

Authorized signature and date

Wende Morishige, President, Business Development
Print Name & Title



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Attachment D

Debarment, Suspension, Ineligibility Certification

(Please read attached *Acceptance of Certification and Instructions for Certification* before completing)

This certification is required by federal regulations implementing Executive Order

1. The potential recipient of Federal assistance funds certifies, by submission of proposal, that:
 - Neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency;
 - Have not within three (3) year period preceding this bid/agreement/proposal had a civil judgment rendered against them for commission of fraud or been convicted of a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
 - Are not presently or previously indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in the above paragraph of this certification; and
 - Have not within a three (3) year period preceding this bid/agreement/proposal had one or more public (Federal, State, or local) transactions terminated for cause of default.

2. Where the potential prospective recipient of Federal assistance funds is unable to certify to any of the statement in this certification, such prospective participant shall attach an explanation to the applicable bid/agreement/proposal.

Signature of Authorized Representative

Title of Authorized Representative

Business/Contractor/ Agency

Date



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Acceptance of Certification

1. This bid/agreement/proposal or like document has the potential to be a recipient of Federal funds. In order to be in compliance with Code of Federal Regulations, the City requires this completed form. By signing and submitting this document, the prospective bidder/proposer is providing the certification and acknowledgement as follows:
2. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549.
3. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
4. The potential recipient of Federal assistance funds agrees by submitting this bid/agreement/proposal or like document that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

Instructions for completing the form, Attachment –Debarment Certification

1. The City of Long Beach sometimes receives Federal funding on certain purchases/projects. To ensure that the City is in compliance with Federal regulations we require this form to be completed.
2. The City of Long Beach checks the Excluded Parties List System at www.ep/s.gov to make sure that vendors who are awarded City contracts and/or purchase orders are not debarred or suspended. Prospective contractors should perform a search on this website for your company and or persons associated with your business. The finding that "Your search returned no results" is an indicator of compliance.
3. If your business is in compliance with the conditions in the form, please have the appropriate person complete and sign this form and return with your bid/proposal/agreement.
4. If at anytime, your business or persons associated with your business become debarred or suspend, we require that you inform us of this change in status.
5. If there are any exceptions to the certification, please include an attachment. Exceptions will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception, indicate to whom it applies, initiating agency and dates of action.
6. Note: Providing false information may result in criminal prosecution or administrative sanctions.

***If you have any questions on how to complete this form, please contact the
City of Long Beach, Business Relations, Purchasing Division at 562-570-6200***



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Attachment E

W-9 Request for Taxpayer Identification Number and Certification

[Form must be signed and dated]



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City of Long Beach

Addendums 1, 2 and 3



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ATTACHMENT 1

**THE RyTE Professionals
Contract-To-Hire Agreement**



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CONTRACT-TO-HIRE REDUCED FEE AGREEMENT

The City of Long Beach has the option and sole discretion to solicit and hire any of THE RyTE Professionals' consultants provided that The City of Long Beach agrees to pay THE RyTE Professionals a placement fee pursuant to the terms and conditions mentioned herein. The placement fee for a candidate hired prior to six months of contract employment shall be computed using annual base salary only. Foreign Service premiums, benefits, incentives, hiring or other bonuses, special awards, stock options and grants, performance-based awards of any type, moving/living expenses and/or any other indirect salary compensation are excluded from fee computations, unless specifically provided for in the Statement of Work. The following is the fee schedule:

- If candidate is hired full time between 0-30 days of contract employment, the placement fee will be 20% of the first year's salary.
- If the candidate is hired full time between 31-60 days of employment, the placement fee will be 18% of the first year's salary.
- If the candidate is hired full time between 61-90 days of employment, the placement fee will be 16% of the first year's salary.
- If the candidate is hired full time between 91-120 days of employment, the placement fee will be 14% of the first year's salary.
- If the candidate is hired full time between 121-150 days of employment, the placement fee will be 12% of the first year's salary.
- If the candidate is hired full time between 151-180 days of employment, the placement fee will be 10% of the first year's salary.
- If the candidate is hired full time after 180 days of employment, there will not a placement fee to convert the candidate to a full time employee.

Hiring Policies

The placement and hiring of candidates shall be without regard to a candidate's race, creed, color, age sex, marital status, national origin, sexual orientation, veteran status or physical or mental handicaps, and will be based solely on the candidate's qualifications. THE RyTE Professionals represents and warrants their firm to be an equal opportunity employment employer.

THE RyTE Professionals acknowledges that The City of Long Beach is an equal opportunity employer, and THE RyTE Professionals will not employ discriminatory questions or methods in connection with any employment activity hereunder. If THE RyTE Professionals believes that any activity directed or required by The City of Long Beach will result in unlawful discrimination, it will so advise The City of Long Beach



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Terms and Conditions

- Permanent placement fee is due net 30 days of the candidate hire date.

Signed and Agreed to By:

THE RyTE Professionals

The City of Long Beach

Wende Morishige
President of Business Development

Authorized Signature

Printed Name

Title

Date

Date



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SAMPLE RESUMES



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Business Analyst Sample Resume

EDUCATION

- University of Southern California (1997).
 - B.S., Business Administration - Emphasis on Information Systems.
 - Core Courses: Computer-Based Business Systems, Systems Analysis and Design, Database, Systems Management, Telecommunications Systems.
-

SUMMARY

- 11 years work experience as a Sr. Business Analyst.
- Completed various projects including enterprise systems implementation, enterprise modeling and design, software evaluation and vendor selection, strategic planning, business-to-business portal implementation, system development of mainframe and web-based applications.
- Completed various deliverables with excellent experience in developing business and system use case, activity diagrams and business process flows, test scripts, and training manuals.
- Extensive experience with managing and conducting client interviews and group facilitations elicit requirements and to break down large, complex business needs into smaller, more tangible requirements.
- Extensive Knowledge and experience with Loan and Lease financing and thorough understanding of relevant processes such as Loan and Lease application, Origination, Servicing, Collections, Termination and Re-marketing.
- Knowledge and understanding of various systems architecture and platform, from mainframe - AS/400 to web-based systems.
- Experience and working knowledge of various system implementation software tools such as Rational Tools, Hewlett Packard Quality Center, Clarity, Microsoft Project, Microsoft Visio, Microsoft Office.
- Knowledge and experience in various industries including Financial Services, Industrial and High Tech Manufacturing, and Transportation.
- Delivered and managed small to medium scale projects using project management processes and tools such as project plans, work breakdown structure.
- Thorough understanding of systems or project development life cycle methodologies such as Rational Unified Process, SAP's Accelerated SAP (ASAP), and Oracle's Application Implementation Methodology (AIM).
- Experience and working knowledge of different software applications including SAP CRM & R/3, Ariba Supply Chain Software, Oracle ERP Applications, LeasePro for Leasing and Loan, Fiserv SourceOne, RouteOne Automotive Dealer Financing Portal, USBank Credit Card systems, .Net Applications.

PROFESSIONAL EXPERIENCE

Toyota Financial Services
Sr. Business Systems Analyst

06/10 – Present

Project: Provide system and small enhancement project support for Tax and Risk Applications.

- Collaborated with technical team and end users to develop and complete system request .
- Documented business, functional, & technical requirements for submitted request.
- Managed and executed unit, system, user and integration testing.
- Updated system documentations with implemented enhancements as needed.



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Project: Completed Analysis and Requirements Phase for Dealer Credit Online Application Phase II (DCOLA) system, a web-based propriety loan origination application system

- Defined business, functional, & technical requirements for Phase II Release of DCOLA.
- Facilitated requirements gathering sessions with key stakeholders, end users, and technical team.
- Developed As-Is and To-be Business processes for Dealer Credit business functional areas using TFS Project deliverable standards.
- Identified key interface and integration points with other TFS systems.
- Completed Business Requirements Document and Functional Requirements Document project deliverables; assisted the technical team with Solution Blueprint deliverable.
- Collaborated with Project Manager and Project Stakeholders in developing: Business Case, Project Scope Document and Project Plan.
- Collaborated with Testing Team Lead to develop Testing Plan and Test Cases.

Project: Completed Analysis and Requirements Phase for Dealer Lending Document Imaging System; implementation of Documentum, a Document Management and Imaging Solution, for Dealer Credit, Legal and Commercial Finance

- Conducted and facilitated requirements gathering key stakeholders from each department.
- Developed As-Is and To-be Business processes for loan applications and document processing, capture, and storage.
- Documented business & functional requirements for document imaging, and storage.
- Identified key interface and integration points with other TFS systems such as DCOLA and SAP.
- Completed Business Requirements and Functional Requirements Document project deliverables; assisted the technical team with Solution Blueprint deliverable.
- Collaborated with Project Manager and Project Stakeholders in developing: Business Case, Project Scope Document and Project Plan.
- Collaborated with Testing Team Lead to develop Testing Plan and Test Cases.

City of Long Beach
Sr. Business Analyst/Project Manager

01/08 – 04/10

Implement RescueNet's Dispatch & Billing application for the City of Long Beach Fire & Ambulance Services. The project scope includes implementation of interfaces to vendors that provide payment processing services for the City of Long Beach.

- Provided and applied project management disciplines and methodologies to successfully complete and deliver enhancement projects.
- Developed project management deliverables such as project plans, scope documents, project status reports, communication plan, test plans.
- Identified, analyzed and documented project risk and issues; as well as defined mitigation options and recommendations for stakeholder decision and approval.
- Lead/participated in JAD Session to gather and document requirements, As-Is Processes and To-Be Processes, and workflows.
- Lead efforts to review requirements and work with the business team to obtain sign off on detailed requirements.
- Lead and performed the configuration activities of RescueNet Dispatch & Billing application according to the business requirements defined.
- Become the expert on project requirements and work/assist the each vendors in the development of integration /interface design to RescueNet.
- Managed and collaborated with the each vendor: Zoll Data Systems, Link2Gov, Metavante, Solutions Integrators, for each phase of the project to ensure all deliverables are completed according to the business requirements.
- Managed and lead a team of three business analysts to complete all assigned activities, task and deliverables.



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- Developed various project deliverables including Business Use Cases, Testing Plan, Test Cases/Scripts, and Process models.
- Responsible for knowing all aspects of the RescueNet Dispatch & Billing Application.

American Honda Motor Company

07/08 – 12/08

Sr. Business Analyst/Project Lead

Reason for leaving: consultants let go due to downturn in the economy

Implement Common Regional Market Quality (CoRe MQ) system, a portal application (.Net Application integrated with a Data Warehouse/Data Repositories back-end) that provides access to warranty claim, production, and distributor (sales) information to Honda' Market Quality teams for analysis, with the purpose of identifying and managing all quality issues.

- Managed and lead a team of three business analyst to complete all assigned activities, task and deliverables.
- Collaborated with technical team and end users to develop and complete project deliverables.
- Lead/participated in JAD Session to gather and document requirements, As-Is Processes and To-Be Processes, and workflows.
- Lead efforts to review requirements and work with the business team to gain sign off on detailed requirements.
- Provided and applied project management disciplines and methodologies to successfully complete and deliver enhancement projects.
- Become the expert on project requirements and work/assist the development and data services teams in the design of the system.
- Developed various project deliverables including project scope document, Business Use Cases, Testing Plan, Training Plan, Test Cases, and Process models.
- Responsible for knowing all aspects of the transactional area of the system.

Toyota Motor Sales

04/08 – 06/08

Sr. Business Analyst

Project: Provide system and small enhancement project support for existing web-based Dealer Management System (Dealer Daily)

- Collaborated with technical team and end users to develop and complete project deliverables.
- Provided and applied project management disciplines and methodologies to successfully complete and deliver enhancement projects.
- Defined business, functional, & technical requirements.
- Facilitated requirements gathering sessions with key stakeholders and end users.
- Managed and executed unit, system, user and integration testing.
- Developed various project deliverables including project charter and scope document, business and systems requirement document.

Toshiba America Business Solutions (TABS)

04/07 – 03/08

Business Analyst/Project Manager

Project –Manage all enhancement and future release of TABS two proprietary portals: Global Service Portal for Customer and FYI (Dealer/Sales Portal)

- Provided and applied project management disciplines and methodologies to successfully complete and deliver enhancement projects.
- Developed project management deliverables such as project plans, scope documents, project status reports, communication plan, test plans.
- Align future release of portals with TABS strategic initiatives.
- Facilitated requirements sessions with key stakeholders and business partners to define and develop business and system requirements.



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- Develop business and process models to be supported by each portals.
- Develop various project deliverables such as business requirements document, functional requirements document, use cases, and test cases.
- Developed and managed release schedule and project plan.

Prosum Technology Consulting
Business Analyst/Project Manager

10/06 – 03/07

Project - Process and Requirements definition to develop and implement of a web-based vehicle service application to support the launch of General Motor's hydrogen fuel test vehicles

- Developed end to end business process for servicing test vehicles driven by selected customers.
- Facilitated requirements sessions with key stakeholders and business partners to define and develop business and system requirements.
- Develop various project deliverables including Project Plan, Project Vision and Scope, Test Plan.
- Developed and managed Project Plan.
- Identified and documented key gaps and provided mitigation strategies for eliminating the gaps.

Toyota Financial Savings Bank/US Bank/RouteOne
Sr. Business Systems Analyst

01/02 – 10/06

Project - Implement web-based Instant Credit system at Lexus Dealerships to offer Lexus Visa when customers purchase a Lexus vehicle.

- Managed and Collaborated with TFSB business partner's US Bank and RouteOne to deliver Instant Credit system.
- Developed end to end business process from Credit Application, Underwriting, and credit fulfillment.
- Facilitated requirements sessions with key stakeholders and business partners to define and develop business and system requirements.
- Develop various project management deliverables including Project Vision, Scope Management, and Test Plan.
- Developed and managed Project Plan for business readiness rollout.
- Developed System Scope and Process Definition Documents.
- Identified and documented key gaps and provided mitigation strategies for eliminating the gaps.

Project - Implement systems and processes to support the launch of TFSB's Commercial Loan Product

- Managed and collaborated with TFSB business partner's Allard to implement Fiserv's hosted commercial lending system.
- Facilitated business process definition meetings to developed end to end commercial lending process.
- Facilitated requirements sessions with key stakeholders and business partner to define and develop business and system requirements.
- Developed and managed Project Plan for business readiness rollout.
- Identified and documented key gaps and worked with partners and stakeholders to developed mitigation strategies for eliminating the gaps.

Project - Implement systems and processes to support the launch of TFSB's Financial Products such as 1st Mortgage, Line of Equity, Certificate of Deposits, etc.

- Managed and collaborated with TFSB business partner's Fiserv to implement Fiserv's hosted banking and mortgage lending system.
- Facilitated business process definition meetings to developed end to end lending and banking processes.
- Facilitated requirements sessions with key stakeholders and business partner to define and develop business and system requirements.



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- Identified and documented key gaps and worked with partners and stakeholders to developed mitigation strategies for eliminating the gaps.

Project - Complete Blueprint design for the implementation of SAP's Asset Finance Leasing and Commercial Lending enterprise application; system design scope includes requirements for the development of Front-end Dealer and Customer portal, with integration to the Back-end R/3 and CRM systems.

- Collaborated with IBM consultants to develop and complete project deliverables.
- Developed System Scope and Process Definition Documents.
- Facilitated requirements gathering sessions with key stakeholders and end users.
- Defined business and functional requirements.
- Identified and documented key gaps and provided mitigation strategies for eliminating the gaps.

Project - Define comprehensive business, functional and technical requirements for vendor selection of available leasing and loans software applications in the market.

- Collaborated with consultants to develop and complete project deliverables.
- Provided and applied Rational Unified Process disciplines and methodologies to successfully complete the project.
- Defined business, functional, & technical requirements.
- Facilitated requirements gathering sessions with key stakeholders, end users, and technical team.
- Developed As-Is and To-be Business and System Use Cases of Commercial Finance's business functional areas; utilizing UML standards for modeling and documentation.
- Identified key interface and integration points with vendors and partners.
- Developed various project deliverables including project plans, project management process and guidelines, project vision and scope, business case, vendor analysis and recommendation report, and supplementary requirements.

Project - Provide system and project support for existing web-based Origination system and mainframe Lease and Loan Accounting application.

- Collaborated with technical team and end users to develop and complete project deliverables.
- Provided and applied project management disciplines and methodologies to successfully complete and deliver enhancement projects.
- Defined business, functional, & technical requirements.
- Facilitated requirements gathering sessions with key stakeholders and end users.
- Managed and executed unit, system, user and integration testing.
- Developed various project deliverables including project plans, project charter and scope, business and systems requirement document, test plan and test scripts

Lante – Irvine, California
Client - What's Hot Now (WHN)
Senior Analyst

02/99 – 03/01

Project - Implementation of Ariba's Marketplace and Trading Dynamics, with integration to a proprietary web-based, business-to-business portal.

- Collaborated with project team members to develop and complete project deliverables.
- Provided and applied Rational Unified Process disciplines and methodologies to successfully complete the project.
- Participated and involved throughout the development and implementation phases.
- Facilitated requirements gathering sessions with key stakeholders and end users.
- Defined business, functional, and technical requirements.



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- Developed As-Is and To-be Business and System Use Cases for WHN's end-to-end business model; utilized UML standards for modeling and documentation.
- Managed and executed unit, system, user and integration testing.
- Developed various project deliverables including business process models, project scope, business and systems requirement document, test plan and test scripts.

EDS/AT Kearney, Plano, Texas
Business Analyst
Client - Silicon Graphics (SGI)

08/97 – 12/98

Project - Develop and implement procurement and manufacturing business processes to support a new enterprise model; enhancements to existing Oracle applications and integration to a proprietary web-based e-commerce front-end and interfaces to business partners' systems.

- Collaborated with project team members to develop and complete project deliverables.
- Participated and involved throughout the development and implementation phases.
- Defined detailed business requirements consistent with the customer's goals and Objectives.
- Designed and documented end-to-end manufacturing and procurement process.
- Reviewed and analyzed integration aspects of business processes and system design to determine gaps, risks and impact of the proposed system.
- Facilitated group interviews and working sessions between customers and technical teams Executed unit, system, user and integration testing.
- Developed various project deliverables including business process models, business and systems requirement document, test plan and test scripts.

McQuay International
Business Analyst

Project - Determine the reliability and scalability of new enterprise system, Oracle 10.7, by executing systems performance testing.

- Collaborated with technical team and project team to develop and complete project deliverables.
- Provided and applied project management disciplines and methodologies to successfully complete the project.
- Developed testing strategy and testing plan.
- Managed and coordinated testing activities.
- Managed and lead a team of four consultants.
- Implemented and utilized Mercury Interactive's LoadRunner testing tool.
- Successfully simulated 500 users and executed online and batch processing.
- Facilitated requirements gathering sessions with key stakeholders and end users.

Skills

- Project Management.
- Business, Functional, and Technical Requirements Definition.
- Business Process Design, Analysis and Re-engineering.
- Group Facilitation & User Interviews.
- System Development Life Cycle.
- Rational Unified Process/Unified Modeling Language.
- Use Case Development.
- Project and Systems Quality Assurance



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**Project Manager
Sample Resume
PMP, CSM**

EDUCATION/CERTIFICATIONS

- Certified PMP, PMI Institute
- Certified ScrumMaster (CSM) – Agile University ScrumAlliance.org trained by Rally Software

B.A. Asian Studies with a Concentration in Japanese / minor in Computer Science and Business, 1992, Rutgers University, New Brunswick, NJ

Year abroad - Scholarship - Japanese Ministry of Education [Monbusho], 1990-91, One of 10 US nationals selected for full scholarship, Waseda University, Tokyo, Japan

Rutgers University Exchange, Fall Semester 1991, focus on Japanese and International Business, Princeton University, Princeton, NJ

SUMMARY

Seasoned I.T. Project and Technical Manager (PMP), Certified ScrumMaster (CSM) with Agile software development methodology, specializing in enterprise I.T. software, web applications, Content Management Systems (CMS), eBusiness, complex projects involving Global virtual cross functional teams and system integration of in-house developed applications / ERP packages.

Strengths include Agile coaching and mentoring, team motivation and building team velocity through Scrum techniques. Strong Operations and Technical Project Management background. On-time, at-budget project leadership. Excellent executive-level presentation and interpersonal communications skills. Average Project scope of project experience – Project budget range from \$5 million to \$25 million and duration from 3 months to 3 years.

- 18+ years I.T. experience as a Technical Lead, Business / Systems Analyst involved in web and IT systems development and operations
- 10+ years' I.T. Project and Team-management experience in multi-national corporations dealing with complex projects, enterprise systems, and globally distributed project teams.
- Performed as both a Technical Lead and Project Manager for extremely large, global, complex web / I.T. projects for Cisco.com, HP.com, Intuit Turbotax.com, Shell.com, IngramMicro.com, and BAT.com (Reynolds).
- Robust planning, Project Management and Technical Leadership skills with extensive project management experience in Requirements Elicitation, Functional/Technical specifications, Business Analysis, Documentation, Time Management and Cost Management, Communication Management and Release Management.
- Project management experience on a wide variety of enterprise platforms and technologies utilizing various processes and methodologies including software development with Agile methodology and Scrum Processes, SDLC / Waterfall.
- Passionate about transformation from rigid Waterfall methodology to more flexible Agile culture with iterative type approaches and more emphasis on time box incremental delivery model.
- Firm knowledge of Agile software development methodology, Scrum process, Sprint cycles, Product Backlog, Sprint Planning, Sprint Backlog, Sprint Burn down chart, Daily scrum, Sprint review, Sprint retrospective, and Release Planning. Worked as Product Owner and Scrum Master in projects.
- Strong experience with Project Management and collaboration tools – MS Project, MS Excel, SharePoint, Mercury Quality Center (MQC) and Rally.
- Management expertise in Product Development, Onsite-Offshore Development.
- Excellent analytical thinking, technical analysis, and data-manipulation skills.



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- Flexible personality, always interested in learning new skills.
- Proven track record as a self-motivated, extremely hard-working, creative team player.
- Strong management experience with virtual teams and extensive international business travel, including to UK, Australia, Singapore, Hong Kong, Korea, Malaysia, Indonesia, Dubai, and Brazil (In the US: SF Bay Area, LA, NYC).

PROFESSIONAL EXPERIENCE

Ingram Micro, Inc. <www.ingrammicro.com> Santa Ana, CA 09/10 – Present
Senior e-Commerce Project Manager/Technical Lead (Consultant)
Reason for leaving: Ingram offered him full time position, but he wants to stay a consultant

Senior e-Commerce PM Leading worldwide B2B e-Commerce web software releases for global resellers, with over 20 countries, fully integrated with an on-going enterprise wide SAP ERP implementation.

- As a key Technical Lead and PM, worked closely with the Developers, Architects, Designers, Creative agencies, security teams, and infrastructure leads to review and assess technical challenges in rolling out a global B2B web portal bolted onto a fully integrated E2E SAP backend ERP system.
- In conjunction with the business and technical development teams, led fit/gap analysis sessions relating to the legacy systems and documented solutions which resulted in new features and the evolution of the product.
- Led all facets of Global scope e-Commerce Project with annual web revenue generation of over \$3 Billion (Business Engagement, Systems testing and UAT, Development and Release Management, PMO reporting, Systems integration and analysis with SAP cross functional teams).
- Facilitated and led hands on global virtual cross functional teams in the Netherlands, Belgium, Canada, Brazil, India, the UK, and Sweden.
- Supported all facets of the PMO (Created and managed dashboards, plans and status updates for CIO and Executive management, coordinated status meetings on the program level and managed relationships with SAP teams).

Intuit, Inc. <www.intuit.com> San Diego, CA 11/09 – 09/10
I.T. Infrastructure Technical/Project Manager (Consultant)
Reason for leaving: Completed project but did not extend contract because of commute.

Brought in as the Technical Project Manager leading and assisting teams in the implementation of the IT infrastructure supporting TurboTax Online / eFiling with the primary strategic focus of migrating to new state-of-the-art Data Center.

- Responsible for delivering the technical design reviews and team breakout sessions to implement scalable infrastructure solutions, maneuvering around unique technical situations to accommodate extremely high traffic during tax season (over 280,000 simultaneous users every minute submitting eFiling of tax forms over several weeks).

Hewlett-Packard Company <www.hp.com> Palo Alto, CA 07/07 – 08/09
Technical Project Manager / Business Solutions Specialist (HP.com WW)
Reason for leaving: Companywide layoff

Lead Manager for core SQL Server / ASP.net based product Content Management System (CMS) for HP World Wide Operations worldwide (100,000+ products in 64 countries with 34 languages, and 1.2 Terabytes of Content data), which feeds HP.com (over \$850 million in annual revenue) and several other critical systems.

- Technical Manager for several software releases for the global internal content management system (entirely customized internal solution) that feeds the content enterprise wide and manages over



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100,000 products in 64 countries with 34 languages and is fully integrated with HP.com and over 200 internal / external applications.

- Responsible for documenting technical designs and flow diagrams to re-architect the backend Product Life-Cycle management process and systems flow within SAP.
- Analyzed business processes and worked closely with process teams to define current state and documented solutions to address inefficiencies.
- Transformed a business and technology driven core set of requirements for product content repository software releases into a solid user/business focused product backlog incremental release schedule.
- Played strategic leadership role in 10 full life-cycle software release projects during a 2-year period based on Waterfall (SDLC) and Scrum / Agile methodology. Approximate budget of over \$25 Million.
- Supported Scrum teams in the role of scrum master responsible for conducting daily scrum meetings, communicating with Product Owner compiling weekly status reports, maintaining the product backlog, and clearing any and all impediments to the development process highlighted in daily scrum meetings.
- Responsible for handling project meetings (Scrum) for team of 8 people on alternate days for our 2 week sprint cycles using Agile Software development methodology.
- Worked across 3 regions and multiple time zones to manage and coordinate testing of world wide deployment.
- Led a team of testers and developers to map product life-cycle data originating from Worldwide SAP R/3 (PLM) instance to core product DB and defined product life-cycle processes for HP WorldWide portfolio.
- Led and coordinated User Acceptance Testing (UAT) based on SDLC Project Management methodology for 10 software releases during a 2-year period.
- Scoped releases in collaboration with release manager and team.
- Created detailed documentation to educate users and use for Architecture and Design discussion.
- Created detailed test cases (Excel, SharePoint, Mercury Quality Center - Test Plan, Test Lab).
- Coordinated tester check point / sign-off meetings, documenting and distributing all feedback, concerns, and reported issues.
- Worked across 3 regions and multiple time zones to manage / coordinate testing.
- Logged defects and worked closely with development teams to resolve them.
- Managed overall communication of testing progress and issues to extended Global team based on testing metrics.
- Managed issues and solutions, including performing product status calculations and re-categorizations and documenting future requirements.
- Support and troubleshoot Operations, including all product lifecycle and content model issues.

Hewlett-Packard Japan <www.hp.com/jp/> Ogikubo Tokyo, Japan
Senior Web Projects Manager – HP.com

04/06 – 07/07

At HP Japan, on both a technical and project level, led a major B2C project to convert and migrate thousands of PDF files (product white papers, manuals and technical documents) static HTML pages to a dynamic un-structured metadata framework utilizing a customized global instance of Documentum.

- Based on HP's global best practices, drove a team of developers and business engagement leads toward building solution to accommodate business requirements. The system is integrated with the HP.com customer facing site and still used today. The effort took over 6 months and required cross coordination and engagement of all business units and close management of external vendors.
- Managed 35+ person team developing and managing the HP.com Japan web site, including web directors, developers, and infrastructure experts. Site contains over 35,000 pages, receives 26 million page views and 6.5 million visits per month (one of the highest traffic sites in Japan).
- Led team transformation from rigid Waterfall methodology to more flexible Agile culture with iterative type approaches and more emphasis on time box incremental delivery model.
- Based on detailed site traffic analysis extracted from Omniture Site Catalyst, led business engagement team to re-design the flow of site traffic from the corporate homepage and gateway pages to maximize the store experience. In the process, the team was able to considerably reduce un-necessary site



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- clicks, improved user experience, and increased traffic to online store by over 17% leading to an increase in conversion rate.
- Led a team to integrate HP Global Java based embedded e-Commerce pricing and tagging engine into the external HP.com online catalog for Printers, PCs, Servers, and Services.
 - Jump started and led major project migrating products-and-service catalog to web product content management database. Planned migration of over 6,000 products, 3,000 PDF files (to Documentum based CMS), and 8,000 static HTML pages.
 - Managed several complex work streams, over 30 team members, and a year of planning.
 - Coordinated and negotiated with several internal business units (printers, servers, storage, PCs, and workstations), regional teams, and worldwide virtual teams.
 - Collaborated with worldwide teams to manage web standards and Home page / Gateway page re-designs.
 - Conducted most daily meeting presentations, mail correspondence, and documentation in Japanese and was the only American among 6,000 employees in HP Japan.

British American Tobacco (BAT, Reynolds American)

11/02 – 03/06

<www.batj.com> Atago Tokyo, Japan

Marketing I.T. Project Manager

(Strategic Brands: Lucky Strike, Kool, Kent, Pall Mall, Vogue, Capri, Cartier, Rothmans)

At BAT Japan was responsible for the vision, design and implementation to migrate all of the critical Lotus Notes Databases into a web based intranet site for the first time including a balanced scorecard system. Reporting directly to the CEO, designed and documented the technical and conceptual migration strategy to orchestrate the migration.

- Managed full technical re-design of external website to align with corporate standards and utilized shared CMS based on Lotus Notes Domino DB web server environment.
- Collaborated with company CEO and board members to propose, design, and implement company-wide online web balanced scorecard system (BSC software package with customized Flash front end UI).
- Led a cross functional team to propose, design, and develop the first corporate intranet site.
- Teamed with major nationwide convenience store chain to design, implement POS database analysis system in MS Access.
- Represented BAT Japan in Global Project Management Community of Practice, and attended meetings in several countries while working in virtual teams to promote the PMO. Created and taught PM training courses in Japan to several groups including senior managers and cross-functional teams based on SDLC Project Management methodology.
- Led setup of external e-mail system that connects with the e-mail address printed on all products.
- Implemented a behind-the-counter product distributor using IC card technology and PC synchronization technology, working with South African agency.
- Led project planning for Call Center Application Deployment utilizing Salesforce.com ASP services and CTI technologies.

Shell Services International. <www.shell.co.jp> Ooi Tokyo, Japan

07/01 – 10/02

Senior eBusiness Consulting Group Manager

Reason for leaving: was working 24/7 and was burned out of the project

Coordinated and led a technical project to convert on demand, thousands of invoices from a backend mainframe system to generate through a B2B portal for service stations using a package solution based off of Actuate.

- Managed eBusiness Consulting Project to deliver IT Web Infrastructure documentation for migrating Showa Shell Website to a new CMS (ASP hosting environment) www.showa-shell.co.jp.
- Led Enterprise Web Content Management and B2B Web application development initiatives.
- In 6 months, managed entire development lifecycle for a B2B eInvoice application (package deployment integrated with SAP/R3 (FI, SD) backend system using ABAP code) targeting 900+ Showa



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Shell Sekiyu Dealers with a total budget of over 150M yen. The project was featured in the Nikkei IT Strategy magazine.

- Led Pre-sales and Sales initiatives for both internal and external eBusiness.
- Conducted extensive feasibility studies including eRegistration / eDirectory (Shell Group Authentication – Single Sign on), IBM Personalization, and Lubricants CSC web functions.
- Standardized documentation and deliverables for eBusiness projects based on Waterfall development lifecycle methodology.

Cisco Systems <www.cisco.com/jp> Shinjuku Tokyo, Japan

04/00 – 06/01

I.T. Marketing Project Manager

Reason for leaving: project completed

Key technical driver and change agent in leading a major initiative to convert hundreds of Cisco technical manuals to digital format to be migrated into a customized instance of Documentum, resulting in improvement of user experience while reducing printing costs of manuals significantly.

Also, at Cisco, worked closely with the global virtual teams to streamline and migrate external web content into the global Interwoven Teamsite instance.

- Led projects including eMarketing, Marketing Automation, ePublishing, Web Application development, eCommunities, and the Cisco.com dynamic portal.
- Delivered an HTML conversion tool to migrate 200+ Cisco technical manuals (over 50,000 pages) to external website, saving over \$4M annually based on VB code and Documentum CMS functionality.
- Served as Acting Senior I.T. Webmaster for both internal (Cisco Employee Connection) and external (Cisco Connection Online) websites in Japan, maintaining systems and resolving bugs concerning Japanese data and Enterprise ePublishing.
- Functioned as Global Technical I.T. Lead for several tracks of the Cisco.com Dynamic Portal including Metadata Framework, User Profile and Entitlement, and Application Migration.
- Initiated Phase I and II of corporate Prospects Database, cleaning up customer data to be integrated into Data Mart and Closed Loop Leads Management System (Broadbase).

American Creative Concepts, Inc. Mt. Laurel, NJ

03/97 – 01/00

CTO/Small Business Owner - Own Company Started

I.T. development firm delivering consulting and website development services during early Internet era (HTML 1.0.).

Selected projects included:

- Technical Lead, designing and developing a database that managed telephone card pin numbers and printed them out on the back of custom designed cards from a dye sublimation printer.
- Designed websites and developed applications for several Japanese clients.
- Created several unique advertising promotions for small businesses and fund raisers.
- Developed the Community Access Fund raising Arts and Entertainment, eValue cards.
- Devised and designed multiple-visit-discount and custom collectible calling cards.
- Used MS Access to design database management program for tracking calling card PIN numbers and sales rep. Commissions.

NRL International, Inc. Cinnaminson, NJ

07/92 – 06/99

CEO/Small Business Owner

- Created educational network of over 200 professionals and 400+ host families by linking Japan-based academic and technical community connections with a network of US East coast colleges.
- Educated, entertained groups of 5 to 40+ with off-site seminars and extensive tours of New York City, Philadelphia, Washington D.C., and NJ shore.
- Worked with several high profile Japanese companies and organizations including: Japan Travel Bureau (JTB), Keio Travel (Div. of Keio Dept. Store), Kanagawa University, Yamanashi Gakuin



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University, Kenkyusha English Centers, Asahi Culture Centers (Div. of Asahi Shinbun), Joytalk English Schools of Tochigi, Louis English Schools, English Plus Schools, Admix Internship programs, and YMCA Japan Headquarters.

- Licenses held: New Jersey State Consulting Firm License (Division of Consumer Affairs).

Training:

- Project Management Institute (PMI) Member
- Project Management Institute (PMI) Orange County Chapter Member
- LinkedIn Professional Groups (Agile Project Managers, Scrum Practitioners, Agile Alliance, E-Commerce Network, Content Management Professionals, Project Manager Networking Group, Business Systems Analyst Group)
- CAP (Cisco Achievement Program) Global Player Award
- HP eAward for outstanding performance and teamwork



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Legacy System Programmer Sample Resume

EDUCATION

Bachelor of Science in Industrial Engineering, University of the Philippines, Quezon City Philippines.

SUMMARY

Senior Programmer Analyst experienced in Automotive Parts Distribution System, Inventory & Warehouse Management System and Management Reporting Systems. Additional experience in Pension Management Transaction and Investment Tracking Systems.

PROFESSIONAL EXPERIENCE

American Honda Motors, Torrance, CA
Contractor (Senior Programmer Analyst)

10/06 – Current

Member of the Parts ISD Team which maintains and enhances the New Parts System (NPS) of American Honda Motors Co, Inc.. The system is a mainframe system with interfaces to AS400 (WMS), Interactive Network (iN) which is an internet base system, Honda Japan and Honda Parts vendors using MQSeries, FTP and EDI. Participated in the following projects:

- DSO project – also called the Daily Dealer Delivery Project which main purpose is to deliver parts to the dealers the same day they were ordered in a daily and timely manner. The benefits of the project includes:
 - Dealer inventory reduction from 1.8 months to 1.4 months.
 - Easier receipt and put away for the dealers resulting in 1/5 the space in the receiving area.
 - 1 carrier once per day resulting in 2 to 3 hours less receiving time per week for the dealers.
 - Less airfreight resulting in \$1.3 million reduction per year for AHM, based on a 90% facing fill rate.
 - Less packaging materials for AHM resulting in \$2.6 million savings in FY07.
 - Damage reductions from carrier handling resulting in savings to AHM of \$2.4 million per year.
 - Increased warehouse efficiency due to picking orders once per day saving AHM \$0.6 million per year.
 - Reduction in warranty costs from freight reductions of \$6.0 million per year.

iN Plus Real Time project – this project integrates the American Honda Motors Co., Inc.'s Interactive Network and the dealerships' Dealer Management System (DMS). The work involved the enhancement of the existing interfaces and transactions with the dealers including additional fields which will support not only the iN system but also the dealership's DMS system. This project will bypass the step for the dealers to create, update and receive acknowledgement of their orders thru iN and directly do all their transactions from their DMS system.

- Work on multiple requests for Systems Support (RSS) for the Parts Division to support their business. RSS are small changes or enhancement to the system which cannot be considered as projects.
- As a member of the Application Quality Center team, created a stable and controlled testing environment to conduct system test and UAT test. Also responsible for support of the client their UAT testing for multiple RSS before they will be moved to production.

Hardware: IBM Mainframe, AS400 and PC
Software: TSO/ISPF, JCL, DB2, SQL/DB2, CICS, Cobol MVS, IMS and VSAM.



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Nissan North America, Inc., Gardena, CA
Consultant (Project Lead), Information Systems (Parts)

07/97 – 10/06

Designed, developed, implemented and supported the interface system between NMPS (Nissan Motors Parts System) and WMS (Warehouse Management System). WMS is AS400 software than handle receiving, shipping and inventory control of a Parts Distribution Center (PDC) warehouse. It provides accurate information and tracking of parts by storage location.

- Enhanced and improved the receiving process to a real time mode to make parts available for shipment to dealers as soon as they are put away to its storage location.
- Enhanced and improved the payment of part vendor shipping to Nissan by improving the match processing process so it will be a lot easier to match invoices sent by vendor to shipments received by Nissan.
- Improved existing reports and added new reports as requested by clients.

Hardware: IBM Mainframe, AS400 and PC
Software: TSO/ISPF, JCL, ADABAS, ADASQL, DB2, SQL/DB2, CICS, Cobol II and Natural /ADABAS.

Universal Studios, Universal City, CA
Consultant, Universal Studios Technical Information System Group

11/96 – 06/97

Developed, implemented and enhanced the ADTRAC System, a co-operative advertising system. The ADTRAC system supports information tracking for both audio and video products marketed collaboratively with UNI Distribution Corporation customers. This system tracks advertising by major account (such as Blockbuster, Target, Tower, etc.) and by artist. It provides improved information, tracking, and control on advertising dollars spent in collaboration with major accounts.

- Enhanced and improved the allocation of advertising dollars for the music labels.
- Enhanced and improved the creation and maintenance of the authorizations process (the process by which accounts get credit for their advertising expenses).
- Improved existing reports and added new reports as requested by clients.
- Created a series of programs identifying inconsistencies in the system and assist in identifying problems and correcting them.

Hardware: IBM Mainframe and PC
Software: TSO/ISPF, JCL, DB2, SQL/DB2, COBOL, Natural/DB2 and Construct.

Nissan Motors U.S.A., Gardena, CA
Senior Programmer Analyst, Development and Integration Group

1988 – 1996

Designed, developed and implemented application systems. Assisted in the evaluation of software packages for functional fit. Populated databases or converted data as required by the application. Constructed, implemented and maintained software in current environment. Developed application support materials including systems level documentation, user documentation, operating procedures, rollout and communication plans. Conducted unit system and integration test of component to ensure functionality, performance and fit.

- Designed, developed and implemented revised freight billing system that reduced Nissan's freight cost approximately \$20 million.
- Designed, developed and implemented an inventory tracking system which identified inventory problems and anomalies.
- Created a new order entry, tracking and allocation system for parts on new model introduction and recall campaigns.



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Hardware: IBM Mainframe and PC
Software: OS/MVS, TSO/ISPF, JCL, CICS & Interrest, COBOL, DB2, SQL/DB2,
Natural/ADABAS, ADASQL, VSAM, Windows, Visual Basic, etc.

Capital Group, Inc., Brea, CA
Senior Programmer Analyst

1982 – 1988

Designed, developed and implemented application systems for Capital Group and its affiliated companies like American Funds Distribution, Inc., American Funds Shareholders, Inc., etc.

- Designed, developed and implemented Marketing Information System which consisted of the following subsystems: Account Executive Profile- a database of all account executives/brokers for AFD (American Funds Distribution, Inc.), Literature and Order System - an online inventory and order processing system for literature orders to assist account executives and brokers, and Automatic Letter Writing and Printing System - a system that automatically creates and prints various letters addressed tives as requested by AFD representatives.

Hardware: IBM Mainframe
Software: OS/MVS, TSO/ISPF, JCL, VM/CMS, COBOL, Natural/ADABAS, ADASQL and
VSAM

Bureau of Forestry, Quezon City, Philippines
Management Information Specialist

1978 – 1982

One of the 25 specialists who developed and coordinated the MIS System for the bureau. System Included: Budget Monitoring Subsystem, which handled all information on the bureau's expenditures vs their projected budget; Forestry Statistics Information System, which gathered, accumulated and maintained a database of all forestry lands throughout the Philippines; and the Personnel Information System, which maintained a database of all personnel of the bureau throughout the country.

Hardware: IBM 370
Software: JCL, COBOL, RPG and FORTRAN

TECHNICAL SKILLS

Hardware: IBM Mainframe, AS400 and PC
Software: OS/MVS, TSO/ISPF, JCL, VM/CMS, CICS & Xpediter, COBOL II/MVS, DB2,
SQL/DB2, IMS, MQSeries, Natural/ADABAS, Natural/DB2, ADASQL, VSAM,
Delphi, Windows, Visual Basic, etc.



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Applications Web Developer Sample Resume

EDUCATION

BS (Electronics & Telecommunication Engineering), Mumbai, India.
MBA (Marketing & Finance), Nagpur, India.

SUMMARY

- Over 10 years of IT experience in analysis, development and implementation of business systems and testing.
- Over 7 years of experience in object oriented software Architecting, Design, Development and Implementation of enterprise systems.
- Over 6 years of experience in C#, ASP.NET, VB.NET, .NET Framework, Visual Studio.Net.
- Over 8 years of experience in E-Commerce Web Development.
- Experienced in all phases of software development life cycle – Project Analysis, Requirements (Functional and non-functional), Scheduling using MS Project, Design Documentation, Development, Unit Testing (Test Scripts), User Acceptance Testing Implementation and Post Implementation Support and Maintenance.
- Experience in developing applications using multiple databases such as MS-SQL Server, Oracle, DB2 and MS-Access.
- Led a team of developers and have Project Management experience. Excellent communication skills, creative problem solver, proactive listener & team player.

PROFESSIONAL EXPERIENCE

American Honda, Torrance, California

09/08 – Present

Software Consultant

Reason for leaving: Honda is releasing consultants due to the economy

American Honda is one of the largest auto manufacturers in US. Developing a Common Regional Master Quality system (CoRe MQ) which will be used by all the different Honda manufacturing sites in US simultaneously to increase the efficiency and effectiveness of the Honda vehicles for quality purposes.

- Used Rational Rose for application module design.
- Used user based controls to implement different functions.
- Build Dash board using web parts.
- Configured Web Config. file for the configuration of the entire Web Application.
- Implemented input validation using the ASP.NET Input Validation Controls.
- Implemented the Data Access components via WCF using ADO.NET.
- Enhanced the application performance and scalability by using session state management and caching features.
- Wrote store procedures for DB2 database.
- Prepared high level and low level technical documents for the applications.
- Working knowledge of WCF and WWF.

Environment: ASP.NET 3.5, C#, ADO.NET, .NET Framework 3.5, WCF, WWF, JavaScript, IIS
6.0, DB2, SQL Server 2005, Rational Rose



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US Labs (LabCorp), Irvine, California
Software Consultant
Reason for leaving: Left to pursue Honda

02/07 – 08/08

LabCorp is one of the largest clinical laboratories in the world and a pioneer in genomic testing and the commercialization of new diagnostic technologies. Build a web based Accessioning software application for clinical industry. All the patient demographic information along with the different methodology, level of service and specimen tests is captured. These tests can be edited and cancelled. A travel doc is generated along with bar code and unique case number to identify the patient, the tests performed. Patient search and matching facilities is also provided. Based on the user role and responsibility, the application can be viewed, edited and searched. It is integrated with other medical software applications. Also modified, enhanced and supported various other clinical related applications including Microsoft CRM 3.0. Used SQL compare and code build tools for database integrity and production releases.

- Worked closely with the users in gathering user requirements and analysis.
- Using Microsoft Visio to build a complete application flow diagram.
- Used Database designer to build database diagram.
- Used, modified and enhanced Stored Procedure for database.
- Build the product keeping in mind the user rights, security features.
- Used active directory to authenticate and authorize user's profile.
- Used user based controls to implement different functions.
- Configured Web Config file for the configuration of the entire Web Application.
- Implemented input validation using the ASP.NET Input Validation Controls.
- Implemented the Data Access components using ADO.NET.
- Enhanced the application performance and scalability by using session state management and caching features.
- Used Remoting to talk to other applications.
- Used Microsoft MSMQ to process the messages and build private queues.
- Used SQL compare and code build tools for database integrity in development, test, and stage and production server and for production releases.
- Responsibility for smoke testing.
- Supported other clinical applications with direct interactions with users and outside clients.
- Prepared technical documents for the applications.
- Theoretical knowledge of WCF and WPF.

Environment: ASP.NET 2.0, VB.NET, ADO.NET, .NET Framework 2.0, JavaScript, IIS 6.0,
VSS, SQL Server 2005.

WEB, Redondo Beach, California
Software Consultant

09/05 – 01/07

Description: Build a web based Account, Agreement and Lease information, Capital Expenditure and Other expenses/commissions product used for Commercial and Rental purpose in the Laundry industry. Build a CPI (customer price index) module to determine the prices to be applied for each Agreement. Integrated with other products including Great Plains (Microsoft's Accounting Product).

- Worked closely with the users in gathering user requirements and analysis.
- Using Microsoft Visio and Rational Rose Designer build a complete architecture flow diagram.
- Used Rational Rose Designer to build database diagram.
- Build a prototype based on user requirement with new features not available in AS400 application.
- Used Stored Procedure and Functions for database.
- Build the product keeping in mind the user rights, security features.
- Used Login control for login functionality.
- Used concept of Master Pages to provide a template for the look and feel and implementation of the page.



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- Used Web Parts in home page to add rich, personalized content and layout of the site.
- Used new Grid View Control to show database in simple/enhanced UI, sorting and paging made simple and easy.
- Configured Web Config file for the configuration of the entire Web Application.
- Implemented input validation using the ASP.NET Input Validation Controls.
- Implemented the Data Access components using ADO.NET.
- Enhanced the application performance and scalability by using session state management and caching features.
- Prepared documents on the working of the product.

Environment: ASP.NET 2.0, C#, ADO.NET, .NET Framework 2.0, JavaScript, IIS 6.0, VSS,
SQL Server 2000.

Toyota Financial Services, Torrance, California
Software Consultant

03/05 – 08/05

Complete operational, technical and code working knowledge of ALSCOM and OSCAR product widely used in Auto, Banking and Insurance industry.

- Complete working knowledge of three bureaus Trans Union, Equifax and Experian.
- Complete code and functional understanding of the data flow of user/applicant personal info like name, address, SSN, salary etc. when he comes to buy a new/used cars from dealers to the Toyota Mainframe server.
- Complete understanding of Workflow server used to process data, bureau pulling and Doc Scheduler.
- Working Knowledge of Interfaces (COM+ services), ACRM rules, Data warehousing and BizTalk server.
- Working knowledge of third party Luxor component used for parsing raw data received from the Bureau servers.
- Modified Residual module used for finding the cost of used car and passing data to Mainframe using VB.NET, ADO.NET and XML.
- Modified and Enhanced the Production Workflow Status web page from where application details, flow of information, bureau and workflow status, interfaces working status, BizTalk monitor flow etc are monitored 24 hrs a day using ASP. Added validation, add/delete/edit user rights for development, testing and production environment, super admin rights etc.
- Modified and made new changes in code using VB 6.0.
- Modified and corrected reports as per the requirements using Crystal Report 9.0.
- Prepared documents on working of Bureaus, workflow, different components and Data warehousing.

Environment: VB.NET, ADO.NET, .NET Framework, ASP, COM/COM+, VBScript,
JavaScript, Visual Basic 6.0, IIS, BizTalk server, VSS, Merant Version Manager,
SQL Server 2000, Visual Interdev.

Sify Ltd, Mumbai, India
Technical Lead

07/04 – 01/05

Project: Dr Batras ERP

Dr Batras is a first Homeopathy clinic in India to be inter-linked with all its branches. All the functions of doctor, patients, finance & accounting, marketing, inventory and admin work are captured and reported to the head office on daily basis. MIS reports are also generated.

- Worked closely with the business analyst in gathering user requirements and analysis.
- Effort Estimation of complete ERP system and individual modules using Function method.
- Designed Doctor module taking into consideration the version control, authentication of data, uploading and downloading of data using pre-defined scheduled task etc.
- Designed UI screens and wrote business logic for Doctor Module.



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- Developed aspx, code behind pages and created various user controls, reusable components for presentation layer.
- Configured Web.Config file for the configuration of the entire Web Application.
- Security of the site was maintained using .NET authorization and authentication services.
- Used ADO.NET to communicate with database and ASP.Net Pages.
- Developed Web Forms using .NET server controls.
- Used Microsoft Exception Handling Block Component to handle errors.
- Used .Net Validation Controls for client side validations and server side validations.
- Used .NET Caching and created .NET user controls for reusability.
- Extensively worked on .NET Framework, Data Adapter, Data Readers and Data Sets.
- Involved in Source Code Management using Visual Source Safe.
- Used JavaScript for client side validations extensively along with .Net validation controls.
- Replication and verification of data from Fox-pro database to SQL server database using DTS.
- Integrated various reports into the application.
- Client Interaction on daily basis.
- System and Integration Testing
- Responsible for deliverables.
- Documentation of project as per ISO & CMMI level 3.

Environment: C#, ASP.NET, Visual Studio .Net, .NET Framework, MS SQL 2000, MS Visual SourceSafe, Crystal reports, Windows 2000 advanced server.

ABM Knowledgeware Ltd, Mumbai, India
Project Leader

08/02 – 06/04

Project: BMC

CFC is used in all the offices of Mumbai municipality located at different places for issue & collection of various kinds of certificates like birth & death, domicile etc., water bills, property, estate, licenses, tariff rates, complaints, document management, MIS reports. 60% of Mumbai municipality revenue is collected from CFC.

- Architected and designed the entire CFC solution.
- Requirement gathering and analysis of the entire CFC solution.
- Coding of property, birth and death certificate module with reports generation.
- Replication & verification of data from Fox Pro database to SQL server database using DTS.
- Used ADO for database connection and retrieval of data from SQL server.
- Database created in SQL Server.
- Generated forms for the application in Visual Basic.
- Coding of single print command for reports in HTML.
- Use of MTS for verifying and validating users.
- Prepared SQL queries.
- Created and modified Active Server Pages.
- VBScript is used for server side scripting and JavaScript is used for client side scripting.
- Used ASP/HTML and interfaced the Database by using Active x data Objects (ADO).
- Used Server Variables and ASP Objects in developing the application.
- Involved in Source Code Management using Visual Source Safe 6.0.
- Setup of Kiosk's all over Mumbai.
- System and Integration Testing.
- Interaction with client on a daily basis.
- Responsible for deliverables.
- Documentation of project as per ISO standard.

Environment: ASP, VB, MTS, MS SQL 2000, MS Visual SourceSafe, Windows 2003 server.



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Hiranandani Software & Services, Mumbai, India
Project Leader

10/01 – 07/02

Project: MATA Securities

MATA securities are one of the largest brokerage firms in India that deals in all kinds of transaction of shares and securities by tele-broker agents of the company. All transactions are documented, controlled and evaluated. MIS reports are generated to give overall details of transactions and performance of tele-brokers.

- Requirement gathering and analysis of the system.
- The highest & lowest bidder along with company details was highlighted and flashed.
- The company whose shares transaction is maximum also highlighted with different color.
- Audit trail was used to capture the user details along with the transaction details. Machine details were also captured and the user login verified so that no user could login at the same time from two different machines.
- Used ADO for database connection and retrieval of data from SQL server.
- Database created in SQL Server.
- Prepared SQL queries.
- Created and modified Active Server Pages.
- VBScript is used for server side scripting and JavaScript is used for client side scripting.
- Used ASP/HTML and interfaced the Database by using Active x data Objects (ADO).
- Used Server Variables and ASP Objects in developing the application.
- Involved in Source Code Management using Visual Source Safe 6.0.
- System and Integration Testing.
- Interaction with client on a daily basis.
- Documentation of project as per ISO standard.

Environment: ASP 2.0, HTML, Visual Interdev 6.0, VB Script, JavaScript, SQL Server 2000.

Chic Infotech Pvt. Ltd, Mumbai, India
Module Leader

05/00 – 09/01

Project: E-Commerce web site

Complete On-Line network consisting of INDIstores.com – Shopping, INDIherbs.com – usage of ayurveda and herbs for medicine, INDIchef.com – recipes and food, INDIgifts.com – gifts galore, INDIcrafts.com – handicrafts.

- Coding of INDIstores.com and INDIchef.com module.
- Audit trail of shopping to capture shopping details.
- All payment details are SSL protected.
- Used ADO for database connection.
- Prepared SQL queries.
- Created and modified Active Server Pages.
- VBScript is used for server side scripting and JavaScript is used for client side scripting.
- Used ASP/HTML and interfaced the Database by using Active x data Objects (ADO).
- Used Server Variables and ASP Objects in developing the application.
- Involved in Source Code Management using Visual Source Safe 6.0.
- System and Integration Testing.
- Documentation of project as per ISO standard.

Environment: ASP 2.0, HTML, Visual Interdev 6.0, VB Script, JavaScript, SQL Server7.0.



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Think Software & Services, Mumbai, India
Module Leader

07/99 – 04/00

Project: Central Bank of India

Complete revamping of Central Bank of India site and making it more user friendly, interactive and dynamic site.

- Requirement gathering and analysis.
- Coding of uploading module using ASP in built components.
- Prepared SQL queries.
- Created and modified Active Server Pages.
- VBScript is used for server side scripting and JavaScript is used for client side scripting.
- Used ASP/HTML and interfaced the Database by using Active x data Objects (ADO).
- Used Server Variables and ASP Objects in developing the application.
- Involved in Source Code Management using Visual Source Safe 6.0.
- System and Integration Testing.
- Documentation of project as per ISO standard.

Environment: ASP 2.0, HTML, Visual Interdev 6.0, VB Script, JavaScript, SQL Server7.0.

Zodiac Computers, Mumbai, India
Software Developer

10/96 – 06/97

Project: Recruitment System

It is a recruitment and evaluation application which looks after the process of examination and selection of candidate.

- Development of GUI for test papers module.
- Prepared SQL queries and involved with DBA in preparing database design.

Environment: Visual Basic 5.0, MS SQL Server 6.5/7.0.

Zodiac Computers, Mumbai, India
Software Developer

03/96 – 09/96

Project: MediWeight

MediWeight is a project for displaying the statistics and the information about the patient. Using displayed statistics the risk factors for over-weight patients was analyzed.

- Coding of statistics module and reports.

Environment: C++, Oracle.



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Zodiac Computers, Mumbai, India
Software Developer

08/95 – 02/96

Project: Personality Evaluation

The product was developed to be used by managers in the recruitment process of the candidate. The candidate had to answer the questions provided to him through various user interface screens.

- Coding of recruitment module.

Environment: Turbo C and Oracle.

TECHNICAL SKILLS

Operating Systems: Windows NT / XP/ 2000 series, Windows 95 / 98.

Languages: ASP.NET, VB.NET, C#, .NET Framework, AJAX, WCF,WWF
ASP 2.0 / 3.0, Java, JSP, XML, HTML, VBScript, JavaScript,
Visual Basic 6.0/5.0, C, C++.

Middleware: COM, COM+, DCOM, MTS.

Web Server: IIS Server 5.0 / 6.0, Tomcat Server, BizTalk server

Methodologies & Tools: Microsoft Visio.

IDE: Visual Studio.NET, Visual Interdev.

Databases: SQL Server 7 / 2000 / 2005, Oracle 8, DB2, MS Access 97 / 2000.

Misc. Tools: Rational Rose, Crystal Reports 8/9, Visual Source Safe, Merant
Version Manager, Microsoft Project, Microsoft Front page, CSS,
FP Recorder, Clear Case.



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Website Graphic Designer Sample Resume

EDUCATION

Augustana University College - Bachelor of Arts - Politics (Honours)
Southern Alberta Institute of Technology

Diploma - Communications (Radio and Multimedia Production)

Department of National Defence

- General Military Training
- Radio Operator and Telecommunications Certificate
- Confidential Security Clearance

Grande Prairie Regional College - Music Technology

- MIDI, digital, and analog recording technologies
- composition, orchestration, engineering, and copyright

Shaw Cable

- courses in Crew Skills, Camera, Editing and E.N.G. Reporting
 - work as Director and Producer on various television shows
-

SKILLS SUMMARY

Creative Flash Professional with 10 years experience in new media development including web, cd-rom, digital audio, film, and project management. A creative professional with 8 years leading design and development teams consisting of designers, programmers, writers, and account managers. Able to take an idea from the planning phase completely through to a completed project.

- 8 years as a Flash designer and developer beginning with Macromedia Flash version 2. This includes creating vector graphics within Flash or using Macromedia FreeHand or Adobe Illustrator to import into Flash for animation or interface design and creating and manipulating raster graphics in Adobe Photoshop for inclusion in Flash and ensuring minimal file size is adhered to for quick fast delivery on the web.
- 8 years of ActionScript programming within the Flash IDE including 3 years of ActionScript version 2. This includes creating code from scratch and manipulating other scripts and processes to fit the objectives of the project. Procedural coding is world-class and am beginning the move to more Object Oriented Programming (OOP) approaches.
- 8 years Illustration and vector graphic creation for print or web projects using Macromedia FreeHand and Adobe Illustrator.
- 8 years Graphic Artist using Adobe Photoshop for digital image manipulation, file size and type management, managing colour profiles, document workspaces (CMYK / RGB, Indexed colour), and ensuring proper levels.
- 6 years Print Design using QuarkXPress and 2 years using Adobe InDesign for print based delivery of marketing materials including an award for Best Marketing at the 2000 PGA Golf Show in Las Vegas, Nevada.
- 6 years business and project management including client relations, service level agreements, contract negotiation, business continuity / disaster recovery planning, RFP process, resource management, and managing design teams.
- 10 years cd-rom development using Director, including Lingo scripting, and Flash, including ActionScripting.



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- 12 years of digital audio production including sound and music composition, recording, editing, and mastering using leading edge software tools such as Cakewalk SONAR and Propellerhead's Reason for use in web based, cd-rom based, and video / film projects.

PROFESSIONAL EXPERIENCE

Storm Studios
Creative Director

<http://www.storm-studios.com>

2000 - present

- Provide lead design and development alone on all client projects.
- Write all proposals and estimates and work with clients to define project objectives. Provide navigational structure and storyboards based on usability scenarios and help the client plan content and graphic elements.
- Create interface design based upon navigational structure and storyboards using Adobe Photoshop and Macromedia FreeHand and provide the clients some discussion time and revision of the design.
- Produce all graphic elements from the interface design based upon project needs (vector vs. raster graphics, animation vs. static imagery, file size vs. quality) and ensure proper colour levels and output formats provide the best combination of features for the chosen delivery method.
- Combine project assets into authoring environment as per the project requirements. Flash authoring is performed within the Flash IDE using motion or shape tweening, scripted animation, scripted interactivity, or multi-level .SWF movies for ultimate load times. Web authoring is performed in Macromedia Dreamweaver using HTML combined with CSS for all formatting ensuring consistency across all browsers and ensuring compliance with W3C and Accessibility standards. PHP scripting is coded in Dreamweaver's code view. XML scripting is written completely in code view using Dreamweaver, Notepad, or other text-based coding IDE.
- Web-based testing is performed locally using a web server on the local workstation before posting to the required delivery platform. Further testing and revision takes place on client's web server or Storm Studios' web servers before delivery.
- Print based projects are produced using Adobe InDesign or QuarkXPress (on legacy projects). Quotes are received from select printers and chosen based on quality. All print files are then output and delivered for the printer requirements and delivered on CD- ROM.
- Provide Storm Studios' services to other agencies needing specific Flash or audio production skills.
- Manage Storm Studios Internet Radio broadcasting Live sporting events on location. Produce all commercials and Live Shows as well as provide play by play commentating during some games.
- Produce the Storm Studios Internet Radio LIVE Game Scoreboard (www.storm-studios.com/broadcast) allowing customers to have one Rich Internet Application to listen to the streaming MP3 broadcast as well as receive the updated score using XML feeds into the Flash-based scoreboard.

Red Deer College
Multimedia/Web Designer and Multimedia Instructor

<http://www.rdc.ab.ca>

2003 - present

- Teach Macromedia Flash in the Multimedia / Web Developer program and night classes for the Continuing Education department.
- Provide Flash animation and illustrative pieces for Faculty to be used in their WebCT online-delivery courses.
- Teach Adobe Photoshop as guest lecturer in Visual Art Department.
- Produce all college and department logos for the Communications Department using Macromedia FreeHand and / or Adobe Illustrator using both CMYK and the Pantone colour matching process.
- Provide various brochure and marketing materials for the Communications and various Faculty Departments.
- Provide podcasting expertise to Faculty for inclusion in their online course delivery.
- Design and Produce Transportation Safety Director and Oil and Gas Production Technology course materials published off-campus and used as course materials for thousands of distance students using online delivery.
- Provide video editing using AVID for video-based e-learning tools.



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- Teach various software to Faculty including Photoshop, PowerPoint, Video Editing (Premiere and AVID), Camtasia, and SoundForge audio editing.
- Involved in employee union as Grievance Committee Chair, Vice-President, and President.

Thielbeer. Agentur fur Kommunikation <http://www.thielbeer.de> 2001 - 2003
Multimedia-Programmierer

- Lead designer and Flash programmer for small agency sub-contracting to larger German agencies.
- Lead designer, Flash animator for Spanish, Danish, Swedish, and Dutch 3D characters, Director author, and Lingo programmer in \$1.5 billion dollar project for VDO Dayton promotional CD-ROM.
- Lead designer and animator for Gun Safety Range demonstration game (jason.reckseidler.com/games).
- Lead Flash animator and programmer on Thielbeer MI2 web site (jason.reckseidler.com/MI2).
- Lead Flash animator and programmer on unreleased XML-based character interactive.
- Lead print designer on various marketing materials for German clients.
- Provide translation services and grammar revision on all English content.
- Lead designer and interactive animator on \$260,000 term Lasertechnik web site (jason.reckseidler.com/tarm).

Media.Gig Communications Inc. 1999 - 2001
Multimedia Production Coordinator

The Creative Director / Project Manager role at media.gig communications, inc focused on helping a start-up company grow from a small three person shop to a larger design agency. The role was based around three designers, 5 account managers, two programmers and server technicians. The Creative Director responsibilities were to provide the lead design look and feel for all web and print-based projects. The Project Manager role was a self-initiated role to ensure consistency across the agency and ensure proper channels of communication were established between the production section of the agency and the executive and account management side of the business. This agency grew to 24 people and was rewarded with numerous awards including the Best Marketing at the 2000 PGA Golf Show in Las Vegas, Nevada.

- Lead designer, Flash programmer and HTML programmer.
- Manage all production involving a design team of 3 designer and 2 programmers.
- Liaise with Executive and Account Management on reporting and standards.
- Oversee project testing and delivery.

Applied Multimedia Training Centres 1997 - 1999
Audio Producer and Instructor / Flash and Director Instructor

- Establish a recording studio and teach audio to students.
- Teach Flash, FreeHand, Director, Photoshop, and Illustrator.
- Create curriculum and mark exams for year-long sessions.

Key Skills

- concept planning
- usability and navigation structure design / flow charting
- interface design
- graphic production including image optimization
- HTML and PHP assembly and coding
- Flash ActionScript and XML programming
- testing and delivery
- design client corporate identity, web sites, and other marketing materials
- compose and produce audio for film and new media projects



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Graphics Software

Adobe Acrobat
Adobe Illustrator
Adobe InDesign
Adobe Photoshop
Adobe Premiere
Blender 3D
Bryce 5
Macromedia Director
Macromedia Dreamweaver
Macromedia Fireworks
Macromedia Flash
Macromedia FreeHand
Microsoft Project
Microsoft Office (Word, Excel, Powerpoint)
QuarkXPress

Programming Languages

ActionScript
HTML/JavaScript
Lingo
MySQL
PHP
XML

Audio Software

Cakewalk SONAR
Adobe Audition (formerly CoolEdit Pro)
Izotope Ozone
Propellerhead's Reason
Propellerhead's Recycle
Sonic Foundry Sound Forge

Passport

Canadian

Languages

English	native
German	fluent
French	basic
Czech	basic



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DataBase Administrator Sample Resume

EDUCATION

- M.S. University of Arkansas, Fayetteville, AR. 1992
- B.S. Tianjin University, Tianjin, China. 1982

Certifications

- MCTIP, MCDBA, MCSD, MCSE, MCP, MCP+I, MCP+SB, MCSE+I, MCTS (MCP ID: 376363). Cat 5, Goldmine Front Office, Heat. OCA 9i.
-

SUMMARY

Extensive experience in administration, development, trouble-shooting, and performance tuning of MS SQL servers, including large scale, mission critical systems. Hands-on experience on SQL 2005/2000/7.0/6.5, including migrating/upgrading, clustering and replication. Solid understanding and experience in networking and MS Windows NT/2000/2003 administration. Good knowledge on data warehouse development and maintenance.

PROFESSIONAL EXPERIENCE

TriadFinancial, Huntington Beach, CA
Senior DBA, Consultant

07/07 - Present

- All phases of database operations: upgrading, migrating; backup/restore; monitoring; security; capacity planning; performance analysis and tuning; infrastructure planning and implementation ETL and archive routines.
- All SQL versions/editions: SQL 2005 (some 50% servers), SQL 2000 (some 40% servers), SQL 7 (a few server), and SQL 6.5 (one server); clustering, log shipping, replication.
- All phases of database development: Including data architecture design, requirements gathering, data modeling, T-SQL programming, physical implementation.

El Pollo Loco, Irvine, CA
Senior SQL DBA/Developer, Consultant

11/05 - 06/07

- All aspects of DBA/Developer duties. SQL Server setup, installation, documentation, upgrading and migrating, performance tuning, backup/restore, monitoring and trouble-shooting. Maintaining the enterprise OLTP and OLAP databases, with 24 hour on-call.
- Actively participated in database and application design, development, and QA testing. Developed various stored procedures, DTS packages, alerts, and XML reports
- Developed and maintaining a data warehouse, plus front-end.
- The largest OLTP and OLAP databases are close to a terabyte in size

eBuilt (Now part of US Technology Resources), Costa Mesa, CA
Senior SQL DBA, Consultant

02/02 - 11/05

- All aspects of DBA duties. Consulted on various big and small companies; performed various kinds of tasks; resolved MS SQL insures related to ADO, DAO, RDO, ODBC, OLEDB, and T-SQL. Assignments include installation, policy and documentation, performance tuning, upgrading and migrating, database recovering, security auditing and SOX compliant, process automation, etc.



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- Built new SQL cluster servers from scratch, including all the hardware specifications and software setup. Managing more than 50 SQL servers with some databases having 800GB+ data and 500 million+ row tables. Designed, setup and maintaining various data import/export packages, such as BCP, DTS, and replication to transfer data with other systems including Access, Excel, Oracle, RDB, and SAP.
- Designed and built a data warehouse in SQL 2000 for enterprise computer hardware and software distribution and usage, including all the ETL processes. Developed a front-end (Web) using PibotTable component with ASP.
- Identified and resolved various performance problems such as deadlocking, table scanning, blocking, memory leaking, and distributed queries. Performance tuning results include batch job run-time reduced from 20 hours to 16 minutes; query run-time reduced from 75 minutes to 1 second; average CPU usage reduced from 80% to 5%; linked server joins reduced from 1-2 hours to 1 minute or less. Identified and worked with developers to change access methods to secure the databases from Internet and LAN users.
- Migrated 3000GB data in 80 production databases to the new servers over the WAN. Helped to diagnosis and played a key role in modifying/rewriting ADO/RDO/SQL applications to reduce latency over the WAN. Upgraded SQL 6.5 and SQL 7.0 servers to SQL 2000.

PacifiCare Health Systems (Now part of United Healthcare), Cypress, CA
Senior SQL DBA/Developer, Team Lead

09/00 - 02/02

- All aspects of DBA duties. Administrated around 90 databases for 6,000 users. Set up and configured clustered SQL 7 servers on Windows NT and Windows 2000 environments. Performed user and system databases recovery from hardware failure. Performed SQL server and database tuning and optimization, resulted in significant improvement of performance and stability. Constantly catch slow queries and improve performance by modifying/rewriting structures, stored procedures and indexes, with some batch jobs run time reduced from 18 hours to 14 minutes. Migrated SQL servers to 24/7 environments. Upgraded SQL servers from SQL 6.5 to the SQL 7, and from SQL 7 to SQL 2000. Designed and implemented various data transferring/sync packages such as DTS, log shipping, and replication.
- Played a key role in standardizing database security, naming convention, and documentation. Helped standardizing developing, staging and production servers and database development processes.
- Wrote a database and a VB application using ADO and DMO to automate administrating tasks and to monitor and record OS, SQL, and user activities across the SQL farm. Because of proactive and preventive efforts, SQL server errors and outages had been sharply reduced while DBA group shrunk in size.
- Guide, consult, review and approve of new design and modifications of all database schema, security, and T-SQL. Design, review, and approve processes to be implemented by programmers/project managers. Participated in architecture design and review of enterprise applications and websites. Consulted on various ASP and VB insures related to ADO, DAO, RDO, ODBC, OLEDB, and T-SQL.
- Participated in designing, development and implementing of a healthcare online quoting web and a provider directory web systems, including architecture design, programming, debugging, and testing of the databases and websites, using HTML, ASP, COM (VB), Java Script, and SQL.
- Also worked as backup DBA for Oracle 8/8i servers.

HostPro.com (Now part of Web.com), Los Angeles, CA
SQL Developer, DBA, Supervisor

03/00 - 09/00

- Lead SQL developer. Participated in programming, debugging, and troubleshooting of various web sites/applications involving Access, ASP, CFM, HTML, JavaScript, T-SQL, VB, and VBScript. Participated in design and implementation of three tier e-commerce sites. Wrote ASP web site using ADO and DMO to put SQL monitoring and administration online for junior DBA's. Administrated and troubleshooting Web servers. Daily tasks involving: Micros, Apache, ColdFusion, CyberCash, IIS 4/5, NT Mail, NT/Win2k server, Proxy, VeriSign, WebTrend, and WSFTP.



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- Administrated around 35 MS SQL servers, 1500 databases, including MS SQL 6.5 and 7.0 servers, clustered SQL servers, load balance SQL servers. OS includes Windows NT 4.0 server, Windows NT 4.0 server enterprise edition, Windows 2000 server, and Windows 2000 advanced server. Developed and documented standard procedures and policies. Performed database logical and physical design, enhance RDBMS and ensure 100% uptime of mission critical SQL Server Databases. Developed an intranet website for SQL server monitoring and administration.
- All aspects of DBA duties, including: backup/restore, database repair/recovery, data transformation, indexing, logging, login/security, ODBC/DSN, monitoring, performance tuning, replication, and troubleshooting; wrote constrains, schema, stored procedures, triggers, views, etc. Familiar with various of commands, methods and tools, such as Alerts, BCP, cursors, DBCC, DMO, DTC, DTS, ISQL, and OSQL, Performance Monitor, Profiler, Query Analyzer, SQL Mail, T-SQL, etc. Tools used include Query analyzer, DBArtisan and ERWin.
- Administrating Goldmine Front Office for the company branch. Developed reports with Crystal Report.

Interact Database Technologies (Now part of Web.com), Los Angeles, CA
Senior System Engineer, MIS manager

10/98 - 03/00

- Consulted on various MS SQL server (6.0, 6.5, 7.0) issues, including upgrading/migrating, security, clustering, performance tuning, data/database replication, and index optimization; wrote/rewrote stored procedures, triggers, and DTS packages; did database recovery and troubleshooting, data migrating from SQL 6.5 to SQL7, from Access/dBase/Oracle/RDB to MS SQL; consulted on database design and data modeling; built data marts/warehouses for SQL OLAP, wrote programs using VB and FoxPro to meet customer's needs. Consulted on ADO/ DAO/RDO application design and coding.
- Participated in e-commerce web architecture design, programmed and implemented online SQL databases, ASP, and COM. Consulted on online databases design and connectivity; wrote ASP and HTML to linked Goldmine SQL databases to IIS website.
- Managed and implemented NT network and contact database projects, responsible for various aspects of Network/Internet issues, consulting on NT server, MS SQL server, MS Proxy Server, MS IIS server, MS Exchange server, Fax servers, RAS, VPN.
- Performed Goldmine and Heat installation, upgrading, customizing, syncing, troubleshooting, data migrating, and database repairing; resolved various kinds of issues involving remote syncing, RPC, Goldmine link to accounting software, to MS Office, or to other software/hardware, such as phone system. Installed and configured Goldmine Front Office over VPN and MS terminal server. Developed reports with Crystal Report.
- Setup and administrated MS Back Office 4.5 (multi-domains) for the company, setup and administrated DHCP Servers, DNS Servers, RAS server, WINS Servers, Exchange servers, Internet Information servers, Proxy Servers, and SQL servers. Setup and administrated Goldmine 4.0 Enterprise, Heat 5.0, and Goldmine Front Office 2000.
- Instructed Goldmine and Heat training courses, including basic, advanced and administration trainings.

AETL, Signal Hill, CA
System Analyst, MIS Manager

04/97 - 10/98

- Setup and administrated 5 MS SQL 6.5 servers, performed data recovery from hardware failure. Setup database replication between SQL servers. Administrated Omega Access database and migrate it to the SQL server. Wrote Access VBA and VB programs to extend the functions to meet user needs. Wrote and optimized stored procedures, ad hoc queries, forms and reports for SQL databases.
- Developed and implemented network policies and procedures. Installed, upgraded and administrated NT 3.5/4.0 and Netware 4.x networks. Migrated the main network from Netware DNS to NT 4.0 domain. Setup and administrated DHCP Server, DNS Server, WINS Server, trusted domains, Proxy Server, Exchange server 5/5.5 (including MAPI, POP, and OWA), setup Exchange, NT, and SQL server replication.
- Designed and implemented a database using C++, VB and Access 97/SQL 6.5 to track water samples and test results in the lab and to export the data to clients' database. Implemented a report generating



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system using C and VB to export instrument results directly to the Access database. Designed and coded the company web site.

- Administrated Goldmine 95/4. Performed all sorts of database maintenance, setup fields, views, auto processes, wrote merge files (Word 97), and reports.
- Server and PC hardware support. Evaluated, purchased, installed and configured Servers/PC's, switches, hubs and router. Also supported other software, including MS Office, Goldmine, Business Works, Laplink, WinFax, and many more.

SCS Engineers, Long Beach, CA

09/94 - 04/97

System Analyst, Developer, DBA

- Installed and administrated MS SQL server 6.0/6.5. Performed all DBA duties; setup/wrote all data import/export batch jobs. Designed and developed a LIMS (Lab Information Management System) database using VB (DAO) and Access 95/97 to track lab samples, tests, and results. The LIMS kept track of lab samples by scan barcode; it was also used to generate test reports and EDD. Upgraded the database to MS SQL
- Installed, upgraded, and administrated Novell Netware 2.x/3.x/4.x. Performed Internet/WAN connection with TCP/IP and frame relay. Managed Btrieve databases on Netware. Setup and managed Mercury/Pegasus email server/clients. Setup and administrated NT server 4.0 with Novell gateways implantation. Performed server and file backup.
- Wrote a program using MS Excel 5/95/97 and VBA to automatically generate reports directly from LIMS and/or chemical analysis instruments. Also did some C and HP programming. Participated in company website design using HTML, CGI/Perl and Java script.
- Planned, configured, upgraded, and maintained all the PC/LAN hardware (including servers, PCs, hubs, routers, modems, printers, scanners, and various cards and parts) used in the branches.

System Administration and Software Development Skills

Database Administration and Development

- MS SQL server 6.0/6.5/7.0/2000/2005, SQL OLAP/Analysis services, SQL Reporting Services, Oracle 8/8i/9i, Btrieve 5.x/6.x, as well as Access, dBase, and FoxPro. Entity Relationship (ER) and Object Role (OR) Model, stored procedures, triggers, replication, DTS, clustering, log shipping, backup, restore, T-SQL, PL/SQL, MDX. Trouble-shooting, tuning and optimizing.
- Third party tools include DBArtisan, ERWin, Rapid SQL, RedGate, Spotlight, and Visio.

Software Development and Programming

- Desktop and distributed programming: VB, ASP, C, C++, FORTRAN, and VBA (Access, Excel, And Outlook) and VBS. Database API's: ADO, RDO, DAO, ODBC, OLEDB, and SQL-DMO.
- Website development: ASP, HTML/DHTML, Java Script, and XML.
- Other languages: C#, Java, JSP, Perl/CGI, and VB.net.

System and Network Administration

- Windows NT/2000/2003, Clustering, Netware 3.x/4.x/5.x, Unix/Linux, as well as IIS 4.0/5.0/6.0, Exchange Server 5.0/5.5, Proxy Server 2.0/3.0. DHCP, DNS, FTP, HTTP, HTTPS, IPX/SPX, IS, MTS, PDC/BDC, AD, RAID, SMTP, TCI/IP, and WINS.
- Server backup, clustering, load balancing, and replication.
- Domain/server management using profile, policy and API called from VB and VBS.



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Sample Systems/Production Support Resume

EDUCATION

Bachelor of Science (Hons) Degree in Computing and Mathematics
University of North London, United Kingdom

Higher National Diploma in Computing, Mathematics and Statistics
University of North London, United Kingdom

SUMMARY

Computer Programmer • Systems Analyst • Oracle Developer

Results-driven Information Technology professional with extensive experience in the analysis, design, development, implementation, and support of high-performance solutions.

- Twelve-plus years of experience in Oracle, including Oracle Forms and Reports versions 4.5, 6i, and 10g; skilled in SQL*Plus, PL/SQL packages, functions, and procedures.
- Adept in aspects of Oracle Database, including creating tables and indexes, using data dictionary, writing SQL Loader scripts, and tuning in SQL.
- Two years in Oracle Financials (Accounts Payable and Purchasing modules), Discoverer and Toad.
- Well versed in document version control tool (PVCS) used in collaboration with Oracle Developer.
- Three years in Designer 2000, four years in UNIX, six months in C, six years in FORTRAN and two years in COBOL.
- Two years in JD Edwards Finance Bookkeeping system.
- Five years experience in a relational database used for statistical analyses.
- Easily communicate with and relate to all levels of professionals; remain calm, confident, and professional in challenging situations; enthusiastic, versatile and multi-faceted team player.

Formal Analysis and Design / Conversion Projects / Systems Integration
Performance Tuning / System Enhancements / Technical Support

PROFESSIONAL EXPERIENCE

LPL Financials, San Diego

08/10 – Present

Systems Developer

Reason for leaving: long commute to San Diego

LPL Financials is a brokerage company involved in the dealing of stocks and shares.

Key Achievements:

- Developed and assisted in the company's custom based Commission and Registration system using Oracle Forms and Reports 10g including PL/SQL and SQL with version 9i of Oracle database. Other tools used were Toad, Visual Studio and UNIX scripts.

HI Spec Systems, London, United Kingdom

10/08 – 03/10

Systems Developer

Reason for leaving: relocate back to the U.S.

Spec Systems provided computer hardware to businesses.

Key Achievements:



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- Developed and Implemented system containing stock and client information using Oracle Forms and Reports 10g including PL/SQL with version 9i of Oracle database.
- Helped in designing the front end and part of the Database.
- Improved performance by tuning SQL and other methods.

Guess Inc., Los Angeles, United States of America

06/07 – 08/08

Systems Developer

Reason for leaving: relocated to UK to settle some property issues

Guess is a retail company that sells clothing apparel.

Key Achievements:

- Created and maintained applications and interfaces for Oracle Financials (E-Business Suite) using Forms, Reports (versions 6i and 9i), PL/SQL, Oracle database version 9i, and Toad, Discoverer and UNIX shell scripts.
- Conducted unit testing and coordinated User testing. Created and maintained application documents.

Ove Arup Partners and International Limited, London, United Kingdom

1999 – 04/06

Systems Analyst / Developer

Reason for leaving: relocated to U.S.

Advance and bolster systems of international engineering company, constructing bridges, buildings, roads, and various infrastructures. Apply technical skills in Oracle Forms and Reports to achieve desired results. Formulate sound advice and assist in critical decision-making process regarding system enhancements. Charged with development and support of Order Posting (Stock control) system. Wrote module specifications as needed. Integrate Oracle with Microsoft Office (Excel, Access and Word). Link externally written systems, including PeopleSoft (JD Edwards) finance system. Engage in performance tuning in SQL.

Key Achievements:

- Single-handedly upgraded internal Finance and Stock Control systems from Forms and Reports 6i client/server system to Web-based Forms/Reports 10g version, which consisted of nearly 600 routines to update.
- Developed Internal Finance systems for 1,000 plus users worldwide using Oracle Version 8i and 7 database and PL/SQL.
- Served as primary technical resource due to extensive knowledge of and experience with system.

Cap Gemini, London, United Kingdom

1996 – 1999

Programmer / Analyst

Provided expertise in all phases of development including requirements definition, preliminary design, user experience, interface strategies, business analysis, and quality assurance for clients of worldwide consultancy firm.

Key Achievements:

- Designed and deployed Inter-Dealer Broker Trading Back Office Equities and Gilts system for Broker Trading Company using Designer 2000 and Developer 2000 with Oracle V7.3 of database.
- Instrumental in building of Stock Exchange system—CREST.
- Developed magazine publishing and distribution system for publishing company via Designer 2000 and Developer 2000 (Forms and Reports version 4.5), PL/SQL and database version 7.

BBC Television, London, United Kingdom

1986 – 1996

Programmer / Analyst



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Integral member of Broadcasting Research Department, developed, implemented, and maintained software for analysis of television viewing and radio listening data. Rendered a full range of technical support services to management clients and data processing staff.

Key Achievements:

- Optimized performance of systems initially written in FORTRAN and COBOL on ICL mainframes.
- Key player in downsizing of systems onto SUN UNIX platform into Relational Database Management System—SIR (Scientific Information Retrieval).
- Significant contributor to conversion of systems to Oracle V7 database and Developer 2000.

TECHNICAL SKILLS

Tools and Software: Designer 2000, Developer 2000, Oracle Forms/Reports version 4.5, 6i, 10g. PL/SQL procedures, functions and packages, SQL tuning; Peoplesoft (JD Edwards), FORTRAN, COBOL, Familiar with Java, Oracle Financials and Toad

Platforms: Windows 2000, XP, Linux, Solaris

Oracle Database: 7, 8i, 9i

Professional Development:

- Completed SQL Tuning and Java Programming training by Oracle
- Programming in C by Sun Microsystems

Work Status: Permanent United States Resident



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Sample iOS Developer resume

EDUCATION

Bachelor degree in computer Science (IT), Technology Institute of Villahermosa

SUMMARY

Senior iPhone/iPad Developer

- 5 years of experience in the field of software analysis, design, development and testing of Cocoa Touch and Web based business applications.
- Mobile development experience more than 3 years in iPhone/iPad development in native Objective C starting with SDK version 3 with Interface Builder, to iOS SDK 5.
- Involved in the full SDLC from concept to deployment using Agile methodology.
- Knowledge in core concepts such as, Object Oriented Programming (OOP) Memory Management, Persistent Data and Data Structures and MVC pattern.
- Complete implementation of CMS based applications for CRUD operations.
- Experience working with repositories in GIT and SVN.
- More than 2 years in web development using PHP and MySQL.
- Experience working with third party libraries (TBXML, SBJSON, TOUCHJSON, TWILLIO SDK, Share Kit, ASIHTTPRequest) and proper iPhone SDK Frameworks in Cocoa Touch.
- Solid understanding working with APIS in the server side, building Web Services for app consumption, in PHP using Zend Framework, in XML and JSON format.
- Skilled at working with databases such as MySQL and SQLite, making use of ORM, and DBAL tools for fast manipulation of data.
- Worked with HTML5, Phonegap, using Media Queries in CSS3, JQuery Mobile and AJAX.
- Used Hype tool for Mobile Web application development.
- Core concepts working with Android SDK in Java environment.
- Experience working with Blackberry using Webworks and Java.
- Python Scripting for managing packages and Django.
- Programming in Ada, C, C++, Java, under Unified Modeling Language (UML).
- Assisted in implementing the use of the AGILE methodologies for application development (Scrum and Kanban).

PROFESSIONAL EXPERIENCE

System USA Detroit, MI

12/10 – 04/13

Consulting assignments:

Client: State Farm Insurance, Bloomington, IL

07/11 – 04/13

Senior iPhone/iPad Developer

Reason for leaving: was brought in to help develop the Pocket Agent App which was deployed on both iPad and iPhone, assignment completed.

Project: State Farm Pocket Agent Next

The Pocket Agent app gives mobile access to State Farm Insurance information and financial information, and allows customers to manage their policies and accounts anytime, anywhere.

- Programmed transfer objects for banking modules.
- Development in the relationships in the transaction objects.
- Programmed object persistence using NSArchiver for instance cloning.



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- Implemented data abstraction for object handling.
- Programmed UI interface for rendering data UIViews.
- Custom object View creation.
- Tested using GHUnit and OMock for Unit Testing implementation.
- Automated testing programming.
- Implemented NSCodering and NSCopying in Application Objects.

Environment: Objective C, X Code 4.2, iPhone SDK 5.0, Interface Builder, JSON, iOS ver.5.0, iPad

<http://itunes.apple.com/us/app/state-farm-pocket-agent/id318142137?mt=8>

Client: Grades Unlimited, Farmington Hills, MI
Senior iPhone/iPad Developer

12/10 – 06/11

Reason for leaving: was brought in to help develop the iPad app, Grades Unlimited, a private app marketed directly to the education industry.

Project: Mobile Tutoring App

Grades Unlimited offers online tutoring to school and college going students. The Mobile Tutoring App was designed to allow the user to do on-line training using an iPhone or iPad device.

- Interacted with client to gather the product requirements.
- Analyzed requirements and created design per the client specifications.
- Involved in building the core technical platform for the product.
- Worked to extend the core UI features over the iPhone/iPad.
- Designed user interface along with the client and coding.
- Accessed data through Web Services.
- Integrated the modules and Web Services.

Environment: Objective C, X Code 4.0, iPhone SDK 4.0, Interface Builder, JSON, iOS ver.3.0, iPad

BYCO Technologies, Miami, FL

08/10 – 11/10

iPad Developer

Reason for leaving: was brought in to develop the iPad app Govisitor Kiosk, assignment completed.

Project: Govisitor

Application for management control of visitors in large facilities with small groups of people, consists of web application administrator and iPad client, door access control integrated and driver license card reader.

- Led the hardware integration of the iPad client using card reader SDK's (IDTech).
- Migrated the app to native code in Objective-C.
- Integrated Web Services (JSON) reader API for interaction with web administrator, door and camera.
- Responsible for integration with the camera function and two way voice communication using Twilio SDK.

Environment: Objective C, Xcode4, iOS 4, Twilio SDK, Third party libraries, GIT

One Pro Ingenieria Aplicada

02/10 – 08/10

iPad Design and Development

Reason for leaving: was brought in for an enterprise iPad application for engineers in oil fields to track the production of the oil fields, assignment completed.

Project: PRO Petroleum iPad



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- Created application for data analysis and management in real time for oil fields with PLC devices integrated and XML, JSON, CVS or excel documents as source, system control through web administrator and iPad client for data acquisition and calculations of specific processes such as production prediction.
- Responsible for requirements acquisition with client and oil field engineers.
- Database and API design
- Created wireframe and design of iPad Client and Web Administrator user interfaces.
- Responsible for design of UML processes.

Environment: Objective C, iPhone SDK 3, Interface Builder, XML, Third Party APIS

Grupo Presente Multimedia

12/08 – 01/10

iPhone/iPad/Blackberry Developer

Reason for leaving: was brought in to develop a Blackberry app, Diario Presente, an online newspaper app.

Project: Diario Presente for Blackberry Devices
Blackberry Developer

<http://appworld.blackberry.com/webstore/content/56783>

- Created application for reading the latest news for a local newspaper, it contains the latest news divided in sections, with details and image gallery. The backend structure was provided by the newspaper site developer in XML, with those web services the app is fed, in a parsing process where we receive data and send it to the screens.
- Coordinated the entire app development process as well as coordinated with offshore developers in India.
- In charge of the Blackberry vendor and developer account, responsible of all upload process.
- Responsible for code analysis for the application and the testing process.

Environment: Java, Blackberry Eclipse Plugin 4.5.0, Blackberry SDK

Project: Diario Presente iPad WebApp Version
Senior iPhone/iPad Developer

- Created application in mobile web for the newspaper company, making a new renovated version with UI enhancement and more navigation capabilities. Using Web Services in XML and cross domain tweaks for mobile web version accessible by mobile browsers.
- Designed the new app interface in HTML and CSS.
- Integrated with Phoneygap for app uploads to the app store.
- Coded the app in JavaScript using JQuery Mobile and CSS frameworks.
- Set up a cross domain reader for mobile browser access.

Environment: HTML, CSS, JS, Phoneygap, iPhone SDK 3, JQuery, Bitbucket (Mercurial)

Project: Diario Presente Migration to iPad Version
Senior iPhone/iPad Developer

- Created application for reading the latest news for a local newspaper in my region, it contains the latest notes divided in sections, with details, social sharing and image gallery, the backend structure was provided by the newspaper site developer in XML, with those Web Services, the app is fed, in a parsing process where we receive data and send it to the screens.
- In Charge of iPad migration keeping the same UI such as the iPhone app as client asked

<http://itunes.apple.com/mx/app/diario-del-sureste/id417488833?mt=8>



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Environment: Objective C, iPhone SDK 3, Interface Builder, XML, Third Party APIS

Project: Diario Presente iPhone Version
Senior iPhone Developer

- Created application for reading the latest news for a local newspaper in the local region, it contains the latest notes divided in sections, with details, social sharing and image gallery.
- The backend structure was provided by the newspaper site developer in XML, with those Web Services, the app is fed in a parsing process where we receive data and send it to the screens.
- Benchmarked app with other newspaper applications.
- Responsible for design and mock-ups in Keynote for presentations.
- Coordinated with developer requesting specific requirements for app.
- Integration of XML parser and social sharing plugin Twitter Facebook and Email.
- Managed other team the Graphic Designer and a Tester.
- Responsible for the enterprise developer account and all of the upload process.

<http://itunes.apple.com/mx/app/presente-diario-del-sureste/id417488833?mt=8>

Environment: Objective C, iPhone SDK 3, Interface Builder, XML, Third Party APIS

CITI Tabasco

06/08 – 11/08

iPhone Developer/Web Mobile Developer

Reason for leaving: was brought in to develop several applications, assignment completed.

Project: Mobile Applications Mock-ups

- Responsible for the design and development of several applications for app challenge.
- Consulted in mobile technologies and user interfaces.
- Acted as developer and Web Services builder for apps.
- Coordinated activities with the app development teams, designers and developers.

Environment: Objective C, iPhone SDK 3, Interface Builder, JQuery Mobile CSS

Tabasco Hoy

01/08 – 05/08

Web Developer

Reason for leaving: was brought in to complete a web application, assignment completed.

Project: Subscription - Delivery Control System

- Created web application for control of subscriptions by client with distribution management system, using Google maps API tracing the delivers routes and numbers of copies to deliver.
- Involved in collaboration for the integration with ExtJS.
- Responsible for wireframe and design of the user interface.

Environment: PHP, Zend Framework, JQuery UI, Google Maps API, SVN, ExtJS

Editorial Lecciones de Negocios, Mexico

06/07 – 01/08

Web Developer

Reason for leaving: was brought for CRM application development, assignment completed.

Project: CRM for Customers Control

- Crated application for data analysis and management in real time for oil fields with PLC devices integrated and XML, JSON, CVS or excel documents as source, system control through web



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administrator and iPad client for data acquisition and calculations of specific processes such as production prediction.

- Involved in complete web development implementation in PHP.
- Analysis and UML diagrams for CRUD operations.
- Performed data modeling and MySQL coding.
- Completed design in CSS.
- JavaScript implementation for basic animation in widgets

TECHNICAL SKILLS

Languages: Objective C, C, C++, Java, Python, PHP, JavaScript, Coffescript, C#, Ruby, Python
SO's: Mac OsX, Windows, Linux
Mobile Platforms: IOS, Android, Blackberry
Sever Technologies: HTML5, CSS3 Apache, LAMP, Zend Server, MAMP, NodeJS, AJAX
Databases: MySQL, SQL Server, Mongo DB, SQL Lite, ORM Doctrine.
IDE's: Xcode, TextWrangler, VIM, Eclipse, Netbeans
Tools: UML, MySqlWorkbech, SQLite Management app, Basecamp, Freedcamp, Pivotal Tracker, Github, Filezilla, Transmit, TestFlight; iPhone 4, MacBook Pro
APIS: Twilio, Facebook, Twitter, iMag, others self-Made
Frameworks: Cocoa Layer, Core Services, Cocoa Touch API's, UIKit, Codeigniter, Zend Framework, JQuery, JQuery Touch, JQueryMobile, JQuery UI, Backbone, Phonegap, Ext JS, Sencha Touch, Map Kit, Core Location

Apple/Blackberry/Android App Links

State Farm

<http://itunes.apple.com/us/app/state-farm-pocket-agent/id318142137?mt=8>

Grupo Presente

Blackberry - <http://appworld.blackberry.com/webstore/content/56783>

iPad - <http://itunes.apple.com/mx/app/diario-del-sureste/id417488833?mt=8>

iPhone - <http://itunes.apple.com/mx/app/presente-diario-del-sureste/id417488833?mt=8>



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Sample Windows Systems Administrator

EDUCATION

- B.S.E.E. in Computer Engineering - Cal. State University Fullerton, Fullerton, CA
 - A.A. in Liberal Arts - Orange Coast College, Costa Mesa, CA
 - CCNA in progress – Coastline Community College, Garden Grove, CA
 - MCSE, MCP+I, MCP - New Horizons Computer Learning Center, Irvine, CA
-

SUMMARY

- Experience with VMware ESX 3.0/3.5, Virtual Center, VMware Converter, 10+ Cluster environment.
- Install, setup, and configure Windows Vista, Windows XP, Windows 2000, NT Workstation v4.0, FTP, Outlook, Windows Mail, Web Browser, Internet Explorer, Netscape Communicator, Red Hat Linux 7-8, Ubuntu Desktop and Server 8.04, WinUtuxU, WampServer 2.0c, Apache 2.2.8, MySQL 5.0.51b, PHP 5.2.6, Ultra VNC, LANdesk, Citrix, Nortel Network Contivity VPN, Cisco VPN, Proxy, MS Office Suite 2007, Visio 2007, ACT, AS400, SAP R/3, Anti-Virus, Anti-Spam, Drive Image, Ghost, VMware ESX 3.5, MS Virtual PC 2007, MS Virtual Server 2005 R2.
- Experience performing Windows 2000, XP, Vista, Windows 7, Windows Server 2000/2003/2008 configuration and administration (AD, GP, DFS, OU, FT, DNS, DHCP, WINS, IIS).
- Exchange server 2000/2003/2007 administration/configuration (SNMP, POP3, Storage Space, Mail Databases, Log, High Availability, Distribution List, Public Folder, Filter, Security, Redirect, Backup, Recovery, Brick Mailbox Level).
- Install and support various Windows server application including Exchange 2000/2003/2007, SQL Server 2000/2003/2005, Internet Information Server 7.0, ISA Server 2006, SCOM 2007, Blackberry Enterprise Server 4.1, Extensive Active Directory, and Terminal Server experience.
- Experience with Fibre Channel, iSCSI, NAS, RAID, SAN, Clustering, Disaster Recovery, High Availability, Systems Fault Tolerance, Cisco LAN equipment, PicTel 900 Video conference, Repartee Active Voice Mail, Panasonic Voice Processing System, ArcServe v11.5, Backup Exec v11d, NetBackup v6.5, RightFax, Electronics Filing Systems, ACS, Ghost v14, Sniffer Pro.
- Moderate skills in Visual Basic Script, Wscript, Cscript, JAVA, HTML.
- Support, setup, configure Compaq, HP, Dell, Sharp, Toshiba, Motorola FT100, Adtran TSU 120 DSU/CSU, ISDN, Frame Relay, ATM, Sonet, Nortel Network Baystack 450-24T, Symbol Spectrum24 AP 3021 Wireless Access Point, Linksys Wireless A+G Routers and Access Point, Cisco PIX 500 series Firewall, Cisco Catalyst 2900 Series XL Switches, Bay Network 58000 10/100 Ethernet Switch. Setup, and configure LAN and WAN--TCP/IP, IPX/SPX, SLIP, PPP, PPTP, VPN, NAT, VLAN, BGP, OSPF, EIGRP, IOS, SNA Gateways, DLSw, TIBCO, BIG Brother, Site Scope, NetFlow Analyzer, Cisco Works, Apple Talk, LDAP, and related protocols.
- Support for SAP front end applications involving setup SAP GUI and related components, SAP R/3 Add-on, BW Front End. Modify saplogon.ini. Configure SAP Front End to communicate with Servers (provide appropriate Application Server Name, SAP Router String, System ID, Message Server). Support network connectivity between Front End client and Back End Server, and SAP network printing.

PROFESSIONAL EXPERIENCE

Sempra Energy, Monterey Park, CA

10/10 – Present

Reason for leaving: project is very near completion
Infrastructure Technology Analyst

- Support LAN/WAN administration, VMware vSphere ESX/ESXi, vMotion, P2V, Migration, SAN, NetApp, EMC, MSA storage array, SAS HD.



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- Modify, create and troubleshoot VBScript and Powershell Scripts used to migrate Windows Server 2003 print queues to Windows Server 2008 R2.
- Support Multi-Locations Data Center, Windows 2003/2008R2 Servers, Exchange Messaging 2003/2007/2010, SharePoint Server 2007, 2010, System Management, iLo, RDC and HP BL460 HW.
- Administer and maintain Wintel Server and operating system for production, internet and intranet services.
- Support Active Directory 2003/2008 in large environment of 3000 plus Virtual and Physical Wintel Servers, SQL 2003/2008, DNS, WSUS, IIS, DHCP, WINS, File, Print, Web, FTP, security patch, Trend Micro, Spam, Message filtering and relay, Backup Exec 2010, Acronis® Backup and Recovery™ 10, Systems Monitoring, Systems Op-Manager SCOM 2007, Disaster Recovery, High Availability, Fault Tolerance, Load Balancing.
- Helpdesk support, 3rd Tier support, Remote Users support, Windows XP, Windows 7, MS Office 2007/2010, VPN configuration, End User support.
- Support Altigen PBX, VoIP phone Systems, Cell Phone, iPhone, Android, Blackberry Enterprise.
- Support Juniper Firewalls SX system management, Configure Cisco router 3750, Switches 6505, VLAN, Port Trunking, Troubleshoot ISP, VPN, Wireless Access Points.
- Work within a team environment to ensure daily availability of Wintel Servers with significant business or Information Technology impact, handling all Windows operating systems installations, incidents, data analysis, security, performance and standards compliance issues.
- Monitor and report storage capacity on Storage Area Networks (SAN).
- Collaborate with engineering in developing new applications and integrating new technologies.
- Troubleshoot performance issues, repair system software and troubleshoot operating system configuration and hardware failures.
- Support new projects, operating system installations, upgrades, patches and creation of documentation.
- Perform, monitor and report on backup/restore processes.
- Perform root cause analysis and troubleshooting.
- Apply client's internal security policies and document deviations.
- Plan, test and document Wintel Disaster Recovery processes.
- Install, monitor and support Wintel based Servers, Firewalls, Cisco Networks, Perimeter Security Technologies, internet technologies and remote office WAN/LAN connectivity.

All Imaging Systems, Inc., Irvine, CA

11/09 – 10/10

Network Systems/Biomed Service Engineer

Reason for leaving: company budget issues, unstable financially

- Administered Windows 2003 Active Directory, Exchange 2003, SQL 2005, MS Office SharePoint Server 2007, File Maker Pro 9 Advanced, Setup Patches and Service pack automatic update for Windows Servers and Clients PC, Scripting, PowerShell, VB, VBScript, WiFi D-link Wireless, SPAM Filtering, Trend Micro Anti-Virus Server/Client, NAS, SAN, Veritas NetBackup 6.5. User Account lifecycle, Exchange mail account lifecycle, files access level permission, file security permission, quotas, replicas, email policies, global address list, backup strategies, disaster recovery solution, Acronis True Image Enterprise Server 9.1 with Universal Restore.
- Planned, implemented, setup, and configured, Ubuntu 8.04 Server and Desktop, Wubi, WampServer 2.0c, Apache 2.2.8, MySQL 5.0.51b, PHP 5.2.6, SQL Server 2005 Express, DICOM Server, PacsOne Server, Excelera Server, ClearCanvas Client/Server.
- Modified, read, and write firmware, encryptions strings, Systems Options, User Presets, Systems Backup, Dicom, Worklist, Archive Connection, Backup IC Eprom, Upgrade Software/Hardware, Systems Cloning, Probe testing.
- Support, test, QA, modify, customize, and service call all UltraSound systems (Clients include: Kaiser Permanente – Southern CA region, Children Hospital of LA, Doctor offices, etc...)
- Cloned, Upgraded, Integrated Siemens (Acuson Aspen, Acuson Cypress, Sequoia C256 to 512), Philips (ATL HDI 4500 to ALT HDI 5500, HP Sonos 5500, HP Sonos 7500, Envisor C, iU22, iE33), SoundVision (SV99, SV66), GE (Vivid 7, E9, LOGIQ E9, LOGIQ P6, LogiqBook XP, Voluson 730 Expert), Mindray (M5, DC6, DC3), SonoSite (MicroMaxx, Titan), Toshiba(Aplio XG, Aplio MX, Xario XG, Nemio XG), Hard Disk backup, restore, and re-image, turn-on/off machine options, modify host



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tables, do comprehensive ultrasound systems test (PCB, communication, machine options verify, ECG, input/output, peripheral, etc...), PCB firmware upgrade, Software/Hardware Upgrade.

Solar World USA, Camarillo, CA

07/08 – 12/08

Systems Administrator

Reason for leaving: completed short-term contract

- Monitored network, VMware Infrastructure Client, P2V, Cold and Hot VMotion migration, VM Teaming, Cloning, VC monitoring, Security, Vswitches, bridges, Clustering, iSCSI, Fibre Channel, SAN, NAS, RAID, Zone, LUN, File and Volume Management, DRS, HA, Storage Consolidation, Performance and Tuning, NFS, VMFS, NIC, HBA, EMC Celerra, customize report on Active Directory per IT manager request.
- Consolidated legacy systems to VMware virtual Servers v3.5, centralize print servers and Data Center.
- Migrated NT 4.0 domain, Srv2000 AD, and MS Exchange 5.5 to Windows 2003 Active Directory and MS Exchange 2003.
- Administered NT 4.0 domain, Windows 2000 Server, Windows 2003 Active Directory on difference sites, Exchange 2003 Mail Servers, Black Berry Enterprise Server for Microsoft Exchange 4.12, upgrade File Servers and mail storages to NetApp Filer storage infrastructure, File Security and Permission setup
- Migrated DHCP, WINS to DC Server 2003, maintain FSMO roles. Upgrade, monitor, setup ISA 2004 Server to ISA 2006 Server.
- Setup user profiles, roaming user profile, mail redirection, home folder setup, GPO Domain and Local setup and deploy, setup exchange mail account lifecycle, files access level permission, file security permission, quotas, replicas, email policies, global address list, backup strategies, disaster recovery solution, patch and security management
- End users support Software, Hardware, Applications, Network connection, Network Printing, Network Scanning, Scan to Email, Setup configure update Oracle Client 8i, Qi Analyst 4.2, PDF to Dwg, Pdf-docudesk.
- Maintained Network data security, Monitor IIS 6.0 server, SQL 2005 server, MS office Presentation 2007 Server, Citrix Presentation 4.5 Server and Citrix Client 10.x setup, MS Business Solutions – Navision 3.70.B, MS Office 2003 Suite, Trend Micro OfficeScan Client/Server, Main Saver database, Foot Print service center, Security Updates, Service Pack updates
- Created login VBscript, NTP in GPO, Proxy setup, Windows Scripting Host, ADSI, WMI, Windows Tool Kit, .NET, ODBC connection, WIFI, VPN, and Blackberry Enterprise Server 4.1.
- Image Server, Client systems backup; maintain software licensing, Access management, Software update, Hardware upgrade.

All Imaging Systems, Inc., Irvine, CA

02/08 – 05/08

Systems Administrator

Reason for leaving: companywide layoff

- Administered Windows 2003 Active Directory, Exchange 2003, SQL 2005, MS Office SharePoint Server 2007, File Maker Pro 9 Advanced, Setup Patches and Service pack automatic update for Windows Servers and Clients PC, WiFi D-link Wireless, SPAM Filtering, Trend Micro Anti-Virus Server/Client, NAS, SAN, Veritas NetBackup 6.5, Backup Exec 11d. User Account lifecycle, Exchange mail account lifecycle, files access level permission, file security permission, quotas, replicas, email policies, global address list, backup strategies, disaster recovery solution, Acronis True Image Enterprise Server 9.1 with Universal Restore.
- Planned, implement, setup, and configure, Ubuntu 8.04 Server and Desktop, Wubi, WampServer 2.0c, Apache 2.2.8, MySQL 5.0.51b, PHP 5.2.6, SQL Server 2005 Express, DICOM Server, PacsOne Server.
- Modified, read, and write firmware, encryptions strings, Systems Options, User Presets, Systems Backup, Dicom, Worklist, Archive Connection, Backup IC Eprom, Upgrade Software/Hardware, Systems Cloning, Probe testing.
- Supported, tested, QA, modified, customize, and services call all UltraSound systems.



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- Clone, Upgraded, Integrate Sequoia C256 to 512, HDI 4500 to HDI 5500, Hard Disk backup, restore, and re-image, turn-on/off machine options, modify host tables, do comprehensive ultrasound systems test (PCB, communication, machine options verify, ECG, input/output, peripheral, etc...), PCB firmware upgrade.

First General Investment, Irvine, CA

04/03 – 02/08

Network Systems Administrator

Reason for leaving: company closed

- Managed Virtual Servers systems including installation, configuration, and troubleshooting of VMWARE ESX 3.0, VMWARE Converter, P2V, Windows, and Linux Servers.
- Administered Windows 2003 Active Directory, Exchange 2003, Exchange 2007, SQL 2005, MS Office SharePoint Server 2007, MS Office Communicator 2007, VoIP, WiFi, Cisco (Routers, Switches, PIX Fire Wall, SonicWall), SPAM Filtering, Anti-Virus, IDS, IPS, NAS, SAN, Veritas NetBackup 6.5, Backup Exec 11d (onsite, offsite, online, DR), Clustering, LUN configuration and security management. User Account lifecycle, Exchange mail account lifecycle, access level permission, file security permission, quotas, replicas, email policies, global address list, backup strategies, disaster recovery solution. Plan, implement, setup, and configure Windows 2000 Server and Windows 2003 Server including and not limited to (TCP/IP, DNS, WINS, LDAP, ASP, NNTP, SMTP, DFS, IIS, SMS, MOM, Routing, Terminal Server, Active Directory, Group Policy, Domain/Forest Trust, User Account, Security Policy, Permission, Replication, Global Catalog, Ports utilization, etc.). Exchange 2000/2003/2007 (HTTP, IMAP4, NNTP, POP3, SMTP, X400, Recipient Policies, Public Folder, Private Folder, Backup storage database, Brick Level Mailboxes, Filter setup, etc.). Migrating users' accounts, passwords, mailboxes from Exchange 5.5 to Exchange 2000/2003/2007.
- Backup, restore, and create systems images, and fault tolerance of LAN Networking.
- Setup, configure Wireless Access Point, Routers, Cisco Catalyst Switches, and SonicWall.
- Resolved impaired service conflicts, connectivity, system performance, and traffic issues.
- Determined most cost-effective structure, design, develop, maintain, and test overall disaster recovery, business continuity, and business resumption plans.
- Install and customized software programs/features (e.g., voicemail, e-mail).
- Supported and troubleshoot server, desktop, laptop connectivity, software applications, hardware problems, network traffic, and congestion problems as they impact services provided.
- Analyzed network/systems problems using appropriate test structures and related diagnostics (e.g., protocol analyzer, spectrum analyzer, sniffer pro, etc.). IPS, IDS, Checkpoint, FireWall, application firewall, etc...
- Built, test, setup, and configure software and hardware of workstations, and servers from ground up.
- Supported end-users, helpdesk ticketing, desktop security (i.e.: anti-virus, anti-spam, host intrusion detection, email gateway scanner and filtering, patches and service packs management, security best practices.)
- Documented network architecture, topology, availability, management, policies, security, and accessibility.
- Supported and provide information distribution systems access and security systems (e.g., E-mail, digital-voice processing equipment, electronic media distribution systems, etc.).
- Ability to work independently or in a team, and possess the experience to be fully proficient in performing most or all of the networking issues.

Sharp Electronics Corp., Huntington Beach, CA

05/98 – 04/03

Network Systems Analyst

Reason for leaving: companywide layoff due to downturn in the electronics industry

- Setup, configure Nortel Network Baystack 450-24T, Symbol Spectrum24 AP 3021 Wireless Access Point, Linksys Wireless A+G Routers and Access Point, Cisco PIX 500 series Firewall, Cisco Catalyst 2900 Series XL Switches, Bay Network 58000 10/100 Ethernet Switch.
- Migrated Novell NetWare File and Print Servers to NT File and Print Servers. Migrate MS Mail v3.5 Server to MS Exchange v5.5 Server.
- Administered and support network and application vulnerability scans and assessments.



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- Handled customer requests and complete security-related project, network level, database access level, file access permission, storage space request, and TCP/IP communication port open requests.
- End-Users support desktop, laptop applications, LAN/WAN connectivity.
- Supported Microsoft Active Directory Enterprise environment on site and remote offices.
- Recommended global security policies, apply patches, service packs, and update virus def. for desktops/servers.
- Monitored, oversee, and ensured uninterrupted LAN and WAN Network operation.
- Backup, restore, and create systems images, fault tolerance, and disk array of LAN Networking.
- Implemented, integrated, setup, configured software and hardware Electronics Filing Systems, design Access accounting databases, scanning systems server and client.
- Manage, Setup User Accounts in Corporate Multi-platform Domains, Exchange Mail Server, Windows NT, Windows 2000 File and Print Servers, Electronics Filing Database Server, Repartee Voice Mail Server, Access Card Systems, and Microcall Accounting Systems.
- Implemented, integrated, setup HP JetScan to print, scans, and E-Mail in enterprise corporate network.
- Setup, upgraded, updated, and maintained HP Print Servers.
- Monitored, setup, maintained PictureTel 900 Video Conferencing Equipment.
- Administered, maintain, troubleshoot, backup, and retrieve Network NT, 2000 (Files, Fax, Exchange v5.5, DHCP).
- Used HP JetAdmin, HP OpenView IT Service Management, Sniffer Pro v3.50.02, What's Up Gold v7.02, DameWare NT Utilities v6.0.0.2, Virtual Network Connection Remote Control, Network Analysis tools to monitor the network (activity, connectivity, and performance); oversee, troubleshoot onsite and remote.
- Installed, configured, maintained and support PC, and Mac based operating systems, software and hardware, including peripheral components (printers, scanners, cameras, wireless NIC, zip drives, flash card, PCMCIA/USB portable Harddisk, USB memory stick).
- Installed, setup, configure, troubleshoot, and support Windows 95, Windows 98, Windows ME, Windows 2000 Professional, Windows XP Professional, Windows 2000 Server, Windows 2000 Adv. Server, Windows NT v4.0, Attachmate EXTRA! v5.1, Rally v2.1 AS/400 client, Internet Explorer, AntiVirus, MS Office 95, 97, 2000, QandA v4.0 for Windows, FaxSys v3.40 client, TopCall Fax Client, Network Copiers, Citrix MetaFrame Client, SAP R/3, Vista Plus, Bill of Lading, and in house applications.

Network Holding Int'l- Travelmax, Newport Beach, CA

10/97 – 05/98

Network Systems Administrator

Reason for leaving: companywide layoff after corporate takeover by another company

- Maintained, configured, upgraded, administered, and troubleshoot network systems include NT Servers v4.0 in Enterprise environment, PDCs completed trust, BDCs, Exchange Servers, Web Server, SMS Server, SQL Server with WaterMark Imaging Server, IIS with Proxy Server, HP 9000 Unix Server, Windows 95 and 98 clients.
- Designed, implemented, maintained and optimized SQL 6.5 Server.
- Installed, setup, and configured SCSI hard disks, Scanner, tape backup, UPS.
- Modified, planned, designed, upgraded, and maintained company's networks.
- Use Server Admin, Network performance, and Network Analysis tools to monitor the network and oversee the problems.
- Setup, configured, and supported Windows 95, MS Office 97, PcAnywhere v8.0, Outlook Express v4.x, WinFax Pro v8.0, Platinum, Quickbook Pro v5.0, 2021 DejaWin FTP, Cute FTP, McAfee AV v3.0, NAV95, NU95 v2.0, PhotoShop v4.0, Page Maker v6.0, Corel Draw v8.0, MS Publisher 98, TRAM, Power Track v1.1, FileMaker Pro v3.0.
- Designed, updated, scanned images, and write HTML codes for company's web site (<http://www.tmaxx.com>).
- Daily backup NT servers and UNIX systems.
- Setup ISP, dial up network, Web browser for Sale Reps in the field.
- Setup, designed, subnet, and configured TCP/IP, subnet mask, and default gateway for intranet and internetworking.



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New Hermes, Inc., Garden Grove, CA

10/92 – 10/97

Systems Engineer

Reason for leaving: career and skills growth

- Burn firmware BIOS ROM ICs for PC systems.
- Tested, modified, and document software and hardware compatibility.
- Maintained and upgraded company's systems software and hardware.
- Prioritized orders and in charge of custom installation, setup, and configure software and hardware computer systems for customers.

Duncan Macintosh Co., Irvine, CA

02/91 – 10/92

Network Systems Administrator

Reason for leaving: career and skills growth

- Planned, designed, implemented, and setup LAN software and hardware.
- Maintained client/server: Novell NetWare v3.12 Server, IBM PC compatibles, and Macintosh Clients.
- Diagnosed, troubleshoot, repaired, and upgraded PC and Macintosh.
- Managed users, groups, rights, login scripts, printing, and daily backup.



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Sample VOIP Engineer

EDUCATION

Global Knowledge Enterprise Solutions Training 2004– Nortel Meridian 1 Succession 1000 Familiarization, Succession 3.0

Coastline Community College, Fountain Valley CA 1994 - 1996 – Telecommunications Management

SUMMARY

An industry professional for over 15 years with focus in Telecom Management and Administration. Top-level manager of telecom projects, budgets and day-to-day operations.

Proficient in Nortel/Avaya/CCM, Meridian Mail, Call Pilot and Octel voicemail. Experienced in WAN technologies, ISDN, VoIP, and mobility solutions.

PROFESSIONAL SUMMARY

Partners Consulting
Senior Voice Engineer

2002 – Present

A Managed Services, Solutions Development and IT Staffing Company with over 500 consultants, 150 clients and worldwide operations.

Manage planning, installation, and operation of Telecommunications projects and day-to-day operations. Design, document and coordinate requested network changes with clients (both current and prospective), service vendors and MIS staff. Provide voice communications support for corporate and client network; troubleshooting repairs and implementing requests. Second level support for remote voice communications moves, adds, changes and repairs. Monitor requests and performance of equipment and Telco vendors. Administration of voice communications equipment. Review existing voice networks to ensure peak performance. Manage and negotiate equipment purchases and maintenance contracts. Negotiate and administer Telco services and contracts.

Recent accomplishments include:

- Managed the relocation and installation of client corporate office relocation. The relocation included over 200 phones for users, conference rooms, video conference facilities and ten Call Center Groups.
- Redesigned and re-routed all toll free ACD lines within the Verizon call trees.
- Re-negotiated Verizon 24 month voice services client contract. Annual savings \$26,000.00
- Re-designed the Call Flow for client toll free line with Enhanced Call Routing features and call trees to enhance the performance of existing staff.
- Created RFP for Wireless voice and data services for Partners client. RFP was sent to Sprint, AT&T, Verizon and T-Mobile. Negotiated contract for a cost savings of \$25,000.00 per year for voice and data wireless services.
- Managed the installation of voice lines and equipment for relocation of Partners Corporate Office. This relocation included lines and equipment for 30 users, conference rooms and video conferencing equipment.
- Promoted from Voice Engineer in 2004.

House2Home, Inc.
Telecommunications Manager

1994-2002

A home furnishing, decorating and improvement warehouse with 88 retail locations in 10 western states. Formerly HomeBase, Inc.



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Management of all telecommunications projects and processes for retail store locations and Corporate Office. This includes all voice hardware installations, LEC, long distance and WAN services, day to day operations, and \$3 million telecommunications budget. Manage telecom department staff of three.

Accomplishments include:

- Managed the cabling, programming and replacement of telephone and paging systems for 42 retail store locations converting from HomeBase to House2Home. Each Nortel PBX system supported approximately 25 lines and 60 phones. Paging systems totaled about 33 speakers with 2 zones and a special POS connection for the Customer Pickup Desk. Created a standardized programming and wiring configuration for all existing and future House2Home stores.
- Managed the upgrade of frame relay network from 56k to T-1 on 42 retail store locations. Coordinated with vendors for installation of all CSU/DSU equipment and circuits. Managed the day to day operation of the network.
- Negotiated three year maintenance contract for store telephone systems that reduced this expense by \$150,000.00
- Managed installation, and day to day operations of VSAT data network.
- Created RFPs for bids on voice long distance, LEC services, telephone equipment, maintenance and WAN data services.
- Successfully implemented and tested disaster recovery plan for MPLS network. This plan utilized backup PVCs re-directed to the remote disaster recovery site.
- Managed the relocation of 450 person HomeBase corporate office from Fullerton, CA to Irvine, CA. This included the movement and set up of Siemens 9006 telephone equipment and programming, cabling for three floors, LEC and long distance services.
- Managed two conversions of data networks for the company. In 1991, converted the network from leased line to VSAT. In 1998 the network converted from VSAT to frame relay. The coordination effort included all hardware installations, managed cut-over with WAN and equipment vendors, and dial backup testing for 88 retail locations.

TECHNICAL SKILLS

Avaya/Nortel Meridian PBX, Meridian Mail, Call Pilot, Octel Serenade, Symposium/CCM ACD. Symon reader board software/hardware. WinCall software for call accounting, WinBill software for telecom expense tracking. Mutare IVR, MCK Call Extenders. Polycom video conferencing systems.



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Sample Desktop Resume

EDUCATION

Bachelor of Science in Major in Information Technology – Colegio de San Juan de letran-Calamba, Calamba, Laguna Philippines

Holy Rosary Academy – Secondary - Graduated Sta. Rosa Laguna, Philippines

Certifications:

- CTI Key Process Training (Change Management Process), 07/10, 3 Changi Bussiness Park Crescent, Level 6 Citi Singapore Campus Singapore 486026
 - Recommendation Letter From BAE Systems (British Aerospace Systems) – Level 2 Support, 01/07
 - King Faisal Air Academy Riyadh, Saudi Arabia
-

SUMMARY

To obtain a challenging position in a dynamic organization that requires analytical thinking entails inter-personal skills and merits performance with increased responsibility.

PROFESSIONAL EXPERIENCE

Inc. Global Client Infrastructure (GCI), Torrance and Philippines

06/11 – 09/13

Client: Citibank

Expert Support

Reason for leaving: 24 month contract, brought in a second time, level 3 support, currently traveling back to Philippines, would like to remain local with his family, seeking new job opportunities

- An affiliated outsource company of Citibank Philippines.
- Provided specialized services that are out of scope for the North America help desk; proprietary business application support.
- As the Expert Support analyst, managed issues escalated to the Expert Support incident queues by either the Level 1 or Level 2 teams of the North America help desk, and in some cases and requests routed for fulfillment through Citi Marketplace (Web Based Tool).
- Expert Support is a centralized Level 3 support organization that provides remote resolution of advanced issues for Desktop – both thick client (Wyse) and virtualized (Citrix based), BlackBerry, iPad, Android, and remote computing.
- Team served as an escalation to the North America help desk for those issues that cannot be resolved within a pre-determined time limit or are beyond the skill set of the North America help desk.
- Primary objective is to identify, analyze, and resolve the client's issue through remote methods; verbally and remote connection. If the issue cannot be resolved, it will be transferred to the appropriate Level 4 support group or in some cases a vendor.
- Team has various team based service level objectives related to incident resolution and request fulfillment timeframes.

Inc. Global Client Infrastructure (GCI)

11/07 – 08/10

Client: Citigroup Technology Infrastructure (Singapore Campus)

Technical Support (Level 2)

Reason for leaving: 24 month contract extended 9 months, brought in for level 2 technical support on Microsoft Exchange Mail server, completed project



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Client: Citibank Singapore

- Provided configuration and technical support on Microsoft Exchange Mail Server.
- Avaya VOIP, Blackberry (RIM), VMWare, Lotus Notes, UWS Countries (Taiwan, Hong Kong, Singapore)
- Supported proprietary business application support.
- Installed and configured (first level) Bloomberg and Thomson Reuters via network protocols FTP, HTTP/HTTPS, SFTP, FTPS and SSH.
- Supported Level 1 for Bloomberg application such as BL API, FX and Tradebook.
- Installed and configured Nortel VPN and Odyssey client.
- Troubleshoot incidents and providing and escalate more complex incidents where necessary and provide recovery fixes when possible.
- Recorded and alerted incidents reported.
- Acted as single point of contact to provide professional helpdesk support to end user or requestor.
- Project coordinator for Pointsec securities (Asia Pacific Citibank)
- Completed DSI Migration of Think and Think client from Windows 2000 to Windows Vista (Citibank Singapore).

Reproduce the solution thru configuration changes, enter the solution into knowledgebase, and escalate it to Level 3 if unsolved.

- Singapore 486026
- Objective: (Pointsec Perspective)
- The objective of the project is to deploy the new corporate mandatory encryption tool (POINTSEC) after removing the existing EFS encryption software in all ASPAC laptops by 12/15/08.

Achievements:

- Successfully completed the POINTSEC implementation for 7,719 laptops (99.8%) in 15 weeks. Outstanding 17 (0.2%) laptops will be remediated by the respective country BAU teams.

Budget: Total Onetime Implementation Cost is US \$521,442/-

Benefits:

- Installing Pointsec in laptops and ensures additional level of security for the data stored in the user's unit. In case if a POINTSEC encrypted CITI laptop is lost or stolen, no one other than the unit's owner will be able to access/decrypt the data stored and hence, able to maintain the high level of security for the CITI Information stored.

Objective: (DSI Migration Perspective)

- The objective of the project is to migrate all windows 2000 production machine to new operating system (windows vista).
- Perform UAT test of the applications and package via HP OVCM Enterprise to production machines.
- Resolve some issues after migration has been implemented.

Achievements:

- Successfully completed the DSI implementation for Thin and Thick Clients.
- Responsible for Asia Pacific (ASPAC) Migration Project to Microsoft Windows Vista and installation of POINTSEC Security.
- 2nd level support of virtual ticket and request of different support within the Citibank Singapore.
- Desktop / helpdesk support for outsource clients (Lenovo IBM – HP Compaq)
- Backup tapes, client server routine (Weekly Basis), Maintain

Microsoft Exchange Servers:



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- Wireless LAN/WAN configuring and installing handheld devices under CITI environment (SOEID) Blackberry RIMM devices, Nortel, Virtual Private Network (VPN), Odyssey Client, Active Directory (encryption and authentication of both user and the network)
- Installing and configuring VMARE, Lotus notes and UWS countries: Hongkong, Indonesia, Taiwan, Bloomberg, Reuters.

Hatan Networks Company

06/05 – 08/07

An Affiliate company of Stream Link Communication
I.T Technical Support

Reason for leaving: 24 month contract extended 2 months, brought in for technical support for PC, completed project

- Responsible for installing Personal Computer (PC) hardware, peripherals and software programs for Desktop, Multimedia and Server PCs.
- Troubleshoot computer errors for the various clients of the company. (Government, Academic, Corporate and Home users).
- Preparation of computers for delivery, preparation includes troubleshoot factory errors and install software program.
- Assists/guides clients through phone inquiries.
- Responsible in network cabling and configuration.
- Configured server for network connection.
- Configured via wireless internet sharing connection.
- Installed and configured VSAT Internet Satellite, Wireless Access Points, WAN/LAN TCP/IP, and Wireless Receiver.
- Maintained technical support on British Aerospace Systems (B.A.E).

TECHNICAL SKILLS

Citrix Products: Xen Desktop 4.0, XenApp 4.5 version, Citrix Metaframe

Ticketing Tool: Remedy tool and Track IT

Microsoft Products: Microsoft Windows 2000 Server/Professional, Microsoft Windows NT Server 4.0, Microsoft Windows 95/98, Microsoft Windows NT Workstation, Microsoft Office XP/2003/2000/97/95 (Standard and Professional edition) Microsoft Windows XP SP1 /SP2 / SP3, Microsoft Windows Vista SP1/SP2, Microsoft Office Suite 2007 and 2010, Microsoft Windows 7 (Professional and Corporate edition), Microsoft LCS/OCS

Linux Products: Linux Red Hat 9.0, Linux Fedora

Network and System Management: Network Management Features based on the HPOV suited for: Fault Management, Configuration Management, Accounting Management and Performance Management

Others: Ishare – Internet connection software eG Monitor, Active Directory (AD). McAfee, Symantec PCAnywhere, Smart Bridges Air-bridge/Air-point/Access-point/Nexus Air Haul Linksys and Belkin Wireless Router/Lan, Lino Wave Access Point, Satellite System: SCPC-DAMA, TDMA-DAMA Wireless Network: 802.22 A/B/G, EXINDA OPTIMIZER (WAN Optimization Suite)

Remote tools: RDP, VMWARE, PC Anywhere, Log me in