

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

AGREEMENT

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THIS AGREEMENT is made and entered, in duplicate, as of March 3, 2014, pursuant to a minute order adopted by the City Council of the City of Long Beach at its meeting on January 21, 2014, by and between APOLLO PROFESSIONAL SOLUTIONS, a Massachusetts corporation, with a branch located at 4010 Watson Plaza Dr., Suite 138, Lakewood, CA 90712 ("Consultant"), and the CITY OF LONG BEACH, a municipal corporation ("City").

WHEREAS, the City requires specialized services requiring unique skills to be performed on an as-needed basis in connection with professional and technical services for information technology projects and systems ("Project"); and

WHEREAS, City has selected Contractor in accordance with City's administrative procedures using a Request for Proposals ("RFP"), attached hereto as Exhibit "A", and incorporated by this reference, and City has determined that Contractor and its employees are qualified, licensed, if so required, and experienced in performing these specialized services; and

WHEREAS, City desires to have Contractor perform these specialized services, and Contractor is willing and able to do so on the terms and conditions in this Agreement;

NOW, THEREFORE, in consideration of the mutual terms, covenants, and conditions in this Agreement, the parties agree as follows:

1. SCOPE OF WORK OR SERVICES.

A. Consultant shall furnish specialized services more particularly described in Exhibit "A", attached to this Agreement and incorporated by this reference, in accordance with the standards of the profession, and City shall pay for these services in the manner described below, not to exceed One Hundred-Fifty Thousand Dollars (\$150,000.00), at the rates or charges shown in Exhibit "A".

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

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

D. By executing this Agreement, Contractor warrants that Contractor (a) has thoroughly investigated and considered the scope of services to be performed, (b) has carefully considered how the services should be performed, and (c) fully understands the facilities, difficulties and restrictions attending performance of the services under this Agreement. It the services involve work upon any site, Contractor warrants that Contractor has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services set forth in this Agreement. Should Contractor discover any latent or unknown conditions that will materially affect the performance of the services set forth in this Agreement, Contractor must immediately inform the City of that fact and may not proceed except at

1 Contractor's risk until written instructions are received from the City.

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

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

11 2. TERM. The term of this Agreement shall commence on February  
12 24, 2014, and shall terminate on January 24, 2016, unless sooner terminated as provided  
13 in this Agreement, or unless the services or the Project is completed sooner. The term of  
14 this Agreement may be extended for up to two (2), one (1) year terms at the discretion of  
15 the City Manager or his designee.

16 3. COORDINATION AND ORGANIZATION.

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

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

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

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

10 5. INSURANCE.

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

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

1 employees and agents. This policy shall be endorsed to state that the  
2 insurer waives its right of subrogation against City, its boards and  
3 commissions, and their officials, employees and agents.

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

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

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

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

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

27 D. If this coverage is written on a "claims made" basis, it must  
28 provide for an extended reporting period of not less than one hundred eighty (180)

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

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

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

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

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

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

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

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

26           9.    OWNERSHIP OF DATA.    All materials, information and data  
27 prepared, developed or assembled by Contractor or furnished to Contractor in connection  
28 with this Agreement, including but not limited to documents, estimates, calculations,

1 studies, maps, graphs, charts, computer disks, computer source documentation,  
2 samples, models, reports, summaries, drawings, designs, notes, plans, information,  
3 material and memoranda ("Data") shall be the exclusive property of City. Data shall be  
4 given to City, and City shall have the unrestricted right to use and disclose the Data in  
5 any manner and for any purpose without payment of further compensation to Contractor.  
6 Copies of Data may be retained by Contractor but Contractor warrants that Data shall not  
7 be made available to any person or entity for use without the prior approval of City. This  
8 warranty shall survive termination of this Agreement for five (5) years.

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

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

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1           12.    BREACH OF CONFIDENTIALITY. Contractor shall not be liable for  
2 a breach of confidentiality with respect to Data that: (a) Contractor demonstrates  
3 Contractor knew prior to the time City disclosed it; or (b) is or becomes publicly available  
4 without breach of this Agreement by Contractor; or (c) a third party who has a right to  
5 disclose does so to Contractor without restrictions on further disclosure; or (d) must be  
6 disclosed pursuant to subpoena or court order.

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

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

24           15.    RETENTION OF FUNDS. Contractor authorizes the City to deduct  
25 from any amount payable to Contractor (whether or not arising out of this Agreement) any  
26 amounts the payment of which may be in dispute or that are necessary to compensate  
27 the City for any losses, costs, liabilities or damages suffered by the City, and all amounts  
28 for which the City may be liable to third parties, by reason of Contractor's acts or

1 omissions in performing or failing to perform Contractor's obligations under this  
2 Agreement. In the event that any claim is made by a third party, the amount or validity of  
3 which is disputed by Contractor, or any indebtedness exists that appears to be the basis  
4 for a claim of lien, the City may withhold from any payment due, without liability for  
5 interest because of the withholding, an amount sufficient to cover the claim. The failure  
6 of the City to exercise the right to deduct or to withhold will not, however, affect the  
7 obligations of Contractor to insure, indemnify and protect the City as elsewhere provided  
8 in this Agreement.

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

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

26           18. PREVAILING WAGES.

27           A. Consultant agrees that all public work (as defined in California  
28 Labor Code section 1720) performed pursuant to this Agreement (the "Public

1 Work”), if any, shall comply with the requirements of California Labor Code  
2 sections 1770 *et seq.* City makes no representation or statement that the Project,  
3 or any portion thereof, is or is not a “public work” as defined in California Labor  
4 Code section 1720.

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

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

19 20. INDEMNITY.

20 A. Consultant shall indemnify, protect and hold harmless City, its  
21 Boards, Commissions, and their officials, employees and agents (“Indemnified  
22 Parties”), from and against any and all liability, claims, demands, damage, loss,  
23 obligations, causes of action, proceedings, awards, fines, judgments, penalties,  
24 costs and expenses, including attorneys’ fees, court costs, expert and witness  
25 fees, and other costs and fees of litigation, arising or alleged to have arisen, in  
26 whole or in part, out of or in connection with (1) Consultant’s breach or failure to  
27 comply with any of its obligations contained in this Agreement, including all  
28 applicable federal and state labor requirements including, without limitation, the

1 requirements of California Labor Code section 1770 *et seq.* or (2) negligent or  
2 willful acts, errors, omissions or misrepresentations committed by Consultant, its  
3 officers, employees, agents, subcontractors, or anyone under Consultant's control,  
4 in the performance of work or services under this Agreement (collectively "Claims"  
5 or individually "Claim").

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

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

20 D. The provisions of this Section shall survive the expiration or  
21 termination of this Agreement.

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

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

3           23.   NONDISCRIMINATION.

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

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

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

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

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

1 C. If the Consultant fails to comply with the EBO, the City may  
2 cancel, terminate or suspend the Agreement, in whole or in part, and monies due  
3 or to become due under the Agreement may be retained by the City. The City  
4 may also pursue any and all other remedies at law or in equity for any breach.

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

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

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

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

1           27.    WAIVER. The acceptance of any services or the payment of any  
2 money by City shall not operate as a waiver of any provision of this Agreement or of any  
3 right to damages or indemnity stated in this Agreement. The waiver of any breach of this  
4 Agreement shall not constitute a waiver of any other or subsequent breach of this  
5 Agreement.

6           28.    CONTINUATION. Termination or expiration of this Agreement shall  
7 not affect rights or liabilities of the parties which accrued pursuant to Sections 7, 10, 11,  
8 18, 21 and 28 prior to termination or expiration of this Agreement.

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

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

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

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

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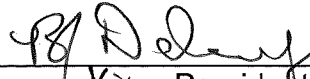
OFFICE OF THE CITY ATTORNEY  
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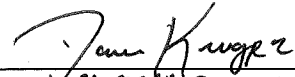
IN WITNESS WHEREOF, the parties have caused this document to be duly executed with all formalities required by law as of the date first stated above.

APOLLO PROFESSIONAL SOLUTIONS,  
a Massachusetts corporation

March 7<sup>th</sup>, 2014

By   
Vice President  
RJ Delaney  
Type or Print Name

March 7<sup>th</sup>, 2014

By   
Account Manager Secretary  
Dana Krueger  
Type or Print Name

"Consultant"

CITY OF LONG BEACH, a municipal corporation

3.28, 2014

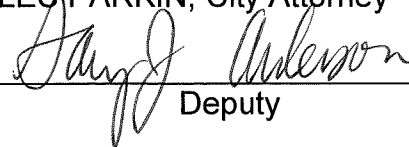
By   
Assistant City Manager  
City Manager

"City"

EXECUTED PURSUANT  
TO SECTION 301 OF  
THE CITY CHARTER.

This Agreement is approved as to form on March 10, 2014.

CHARLES PARKIN, City Attorney

By   
Deputy



# **Exhibit A**

**PART I.**

**NARRATIVE/TECHNICAL PROPOSAL**

**Apollo Professional Solutions, Inc.**

**Request for Proposal No. TS 14-011**

**For**

**Information Technology Professional Services**

## SECTION A.

### COMPANY PROFILE

#### COMPANY OWNERSHIP

Apollo is a privately held, Woman Owned, Massachusetts Corporation, founded in 1983 by Gayle A. Williams and incorporated on November 1, 1983. Apollo is an equal opportunity employer with a commitment to providing service to many industries nationwide.

#### LOCATIONS

Apollo has offices conveniently located throughout the U.S. in order to service multiple customer sites.

#### REGIONAL OFFICES:

##### Corporate Headquarters

160 Main Street, Suite 8  
P.O. Box 1883  
Haverhill, MA 01831

##### Operations Center

29 Stiles Road, Suite 302  
Salem, NH 03079  
(866) APS-EDGE

##### Southern California Branch

4010 Watson Plaza Drive, Suite 138  
Lakewood, CA 90712  
(866) APS-EDGE

##### Florida Branch

841 Prudential Drive, Suite 1241  
Jacksonville, FL 32207  
(866) APS-EDGE

##### Northern California Branch

3300 Douglas Boulevard, Suite 140  
Roseville, CA 95661  
(866) APS-EDGE

##### Connecticut Branch

42 Main Street  
Windsor Locks, CT 06096  
(866) APS-EDGE

##### Arizona Branch

1811 S. Alma School Road, Suite 240  
Mesa, AZ 85210-3042  
(866) APS-EDGE

##### Maryland Branch

7310 Ritchie Hwy, Suite 414  
Glen Burnie, MD 21061  
(866) APS-EDGE

##### Missouri Branch

2646 Highway 109, Suite 207  
Wildwood, MO 63040  
(866) APS-EDGE

#### LOCATION OF OFFICE SERVICING CALIFORNIA ACCOUNTS

The following Apollo Branch Office will be the primary office responsible for servicing and assigning temporary employees to the City of Long Beach:

**Apollo Professional Solutions, Inc.**  
4010 Watson Plaza Drive, Suite 138  
Lakewood, CA 90712

Apollo is centrally located to the Los Angeles and Orange County areas. This allows easy access for candidates in the surrounding areas of Long Beach.

#### **VENDOR POINT OF CONTACT**

Apollo's staffing services will be managed and directed under the leadership of:

**Dana Krueger**  
**Account Manager**  
**4010 Watson Plaza Drive, Suite 138**  
**Lakewood, CA 90712**  
**(562) 740-1823 ph**  
**(562) 420-7688 fx**  
**[dkrueger@apollopros.com](mailto:dkrueger@apollopros.com)**

The Account Representative's duties will consist of responding to requests from the City, resolving issues and providing excellent customer service and support. The Account Representative is available to respond 24 hours a day, 7 days a week.

Apollo prides itself on our responsiveness to our clients needs. We understand as a staffing service provider that various issues and concerns in the workplace arise from time to time. These situations require a prompt response and need to be addressed immediately. Because of this urgency a dedicated phone line will be available for City departments and managers to utilize 24 hours a day, 7 days a week.

**Dedicated Phone Line: (562) 740-1992 or (562) 338-1182**

#### **APOLLO STAFF**

Apollo currently has full time and 3 part time staff employees which include all Sales, Recruiters, Managers, Accounting Staff, Human Resources, Executives and IT Support. Apollo has an average of 900+ contractors on our payroll annually. The following staff directly responsible for performance and supplying temporary personnel to the City of Long Beach are:

**RJ Delaney – Vice President, Western Region – 13+ years at Apollo**  
**Dana Krueger – Account Manager/Project Administrator – 3 years 4 months at Apollo**  
**Linda Flynn – Sr. Account Manger/Technical Recruiter – 8+ years at Apollo**  
**Greg Johnson – Account Manager/Technical Recruiter – 3+ years at Apollo**  
**Karen Wilkes – Technical Recruiter – 9+ years at Apollo**  
**AJ Schweiger – Technical Recruiter – 2 years 3 months at Apollo**  
**Lilly Segura – Technical Recruiter – 1 year 6 months at Apollo**  
**Julien Mora – Technical Recruiter – 6 months at Apollo**  
**Katie Ochoa – Technical Recruiter – 4+ years at Apollo**

#### **ABOUT APOLLO**

Apollo is a privately held, Woman Owned, Massachusetts Corporation, founded in 1983 by Gayle A. Williams. Apollo is an equal opportunity employer with a commitment to providing service to many industries nationwide. Apollo has a diverse clientele in the IT, Aerospace, Engineering, Pharmaceutical, as well as local government agencies. Apollo offers many types of service including contract/temporary services, direct placement, payrolling service, on-site and outsourcing services.

## **ORGANIZATIONAL QUALIFICATIONS:**

Following is a brief summary of Apollo's organizational tools and techniques that makes our organization top notch, providing quality candidates and excellent customer relations.

### **Apollo's Recruitment Tools:**

Apollo prides itself on its ability to source hard to find candidates. We currently enlist an assortment of tools to help us in our search. Please find below a detailed list of our tools:

**Paid Search Engines** – Apollo incorporates paid search engines into our recruiting cycle

- These tools include Monster, Career Builder, CJ Hunter, DICE and other local job boards.

**Job Fairs** – Job fairs are attended regularly to ensure a local candidate source.

**Referrals** – Apollo has an active referral program offered to all contractors and are offered a discretionary bonus when a referred candidate is placed with any Apollo client.

### **Apollo's Screening Techniques**

In order to assure Apollo's quality standards, we have incorporated the following processes into our daily recruiting procedures:

- **Identification** – Apollo begins the sourcing and recruitment with our automated search tool, ADAPT, which allows us to use key search criteria in order to rapidly identify and match appropriate candidates within our database. We also use other premier job sites such as CareerBuilder, Monster, and Dice.
- **Contact** – Recruiters contact and pre-screen applicants.
- **Submission** – Candidates resumes are submitted along with a summary of their qualifications.
- **Phone interview** – A phone interview determines a candidate's character, habits, tendencies, professionalism, and general aptitude for work. Various topics such as reason for leaving previous jobs, explanations for gaps in employment, and qualities candidates are looking for in a working environment are covered. Salary requirements and expectations are also discussed and defined. The candidate must demonstrate excellent interpersonal and communication skills in the interview.
- **Technical Interview** – The technical interview determines overall technical capabilities as well as technical expertise for current requirements. Various topics such as education, work experience, technical expertise and capabilities, and references information are covered.
- **Testing** - If it is determined, through the screening process, that a candidate must be tested for a particular skill set, Apollo has the capability of testing a variety of administrative and technical skills sets. To test our candidates, Apollo uses an online website Proveit.com. Proveit.com provides the capabilities to test in a variety of areas including: financial/accounting, clerical, software and technical job classifications. It is made available via the internet and is taken remotely, or at our site.
- **Background Checks** – Background checks will be performed through Live Scan as per instructed by the City of Long Beach for all temporary personnel scheduled for an assignment longer than five (5) days. The Live Scan fee of \$25.00 will be paid by Apollo.
- **Reference Checks** – Reference checks are conducted for all candidates.

### **Apollo's On Boarding Processes**

Each temporary employee will receive specific instructions during their on-boarding process. This will include a detailed review of their assignment and work schedule.

- **Policies and Procedures Review** – Once a candidate is selected, the candidate is given the appropriate orientation specific to the client requirements. Candidates are met with individually to review the particular details of their assignment. Information covered include: work location, working hours, length of assignment, parking, performance expectations, name of contact or supervisor, dress code standards, job description, work week instructions, time card procedures, etc. In addition, all employment paperwork is explained, signed and collected. Apollo's start package includes a W-4, I-9, Emergency Contact Information, Sexual Harassment Policy, Drug Free Work Place Policy and Safety Policy. A Confidentiality/Non Disclosure Statement will be signed by all employees assigned to The City of Long Beach.
- **Work Schedule Review** – Each worker will receive an overview of their expected work schedule and the limits set forth in adherence to the City's requirements that temporary personnel work no more than 960 hours per a 12 month period from July 1st through June 30<sup>th</sup>. In addition, temporary personnel assigned to the City will be notified that they will not be eligible to work an alternate work schedule that exceeds eight (8) hours per day or forty (40) hours per week.
- **Identification Badges** – Identification badges will be issued to each temporary employee during their on boarding process at Apollo. An identification system for temporary personnel assigned to City department will be established and clearly indicate employee's name, photograph and Apollo's name. All costs associated with badging will be paid for by Apollo.

### **Reporting**

Apollo will maintain and track all hours worked for each temporary assigned to the City. We will provide a standardized monthly report with a content and format designated by the City.

### **YEARS OF SERVICE AND OPERATION**

For over Thirty (30) years, Apollo has provided a variety of information technology, engineering and technical and professional personnel to a wide variety of customers in both the private and public sectors. Our success can be proven by the large amount of repeat customers and repeat employees, alike, who have been satisfied with our account management, recruiting, invoicing, payroll, and general operation capabilities. Apollo stands out from other services in the industry by offering clients a multitude of service and benefits. To name a few:

- Apollo is Woman Owned and full operated.
- Apollo has received numerous awards for outstanding performance and achievement from a multitude of clients (awards are listed on the cover page of this proposal).
- Apollo is located throughout the United States in order to effectively service multiple client locations.
- Apollo maintains and employs an in-house staff of seasoned professionals.
- Apollo provides an excellent benefits package to employees.
- Apollo provides its customers with competitive pricing.

## RESUMES OF KEY STAFF



**Dana Krueger**

(resident of Long Beach, CA)

### WORK EXPERIENCE

#### **Apollo Professional Solutions**

**Account Manager / Project Administrator**

**Aug 2010 – Present**

A successful and proven sales and recruiting professional working within the technical staffing industry. Successful in managing dozens of job requisitions simultaneously, for multiple clients throughout the United States. Ability to quickly put together complex teams for different types of projects within the IT, Aerospace, Professional, or Pharmaceutical markets.

#### Personal Accomplishments:

- Responsible for 139 hires between sales and recruiting in the first Calendar Year (8/10 to 8/11) with Apollo.
- \$2.4 Million in billables in 2011.
- \$763,000 in billables in 1st Quarter of 2012.
- \$953,000 in billables in 2nd Quarter of 2012.
- \$877,000 in billables in 3rd Quarter of 2012.
- \$680,000 in billables in 4th Quarter of 2012.
- Total of \$3,273,000 in billables for 2012 Calendar Year.
- 2013: Evaluated, negotiated, and selected a new background check vendor to save our branch 30-40% in background check costs annually.
- \$808,000 in billables in 1st Quarter of 2013.
- \$1,178,867 in billables in 2nd Quarter of 2013.
- \$1,382,473 in billables in 3rd Quarter of 2013. (Best Quarter Ever)
- \*\*Reached a new personal best in weekly billing of \$126,659 in October 2013.

#### **Talent Force Services (Asgard Global Resources)**

**Business Development Manager / Technical Recruiter**

**May 2009 – July 2010**

Through a variety of different avenues, my job was to find new business opportunities and recruit for the company. Talent Force is an aerospace engineering & IT staffing company that specializes in recruitment for technical positions.

#### **HighRely, Inc | Phoenix**

**Customer Service Manager**

**June 2008 - May 2009**

HighRely, Inc. is an avionics engineering services company that specializes in the development of systems and software under RTCA standards DO-178B and DO-254. Worked closely with the Senior Management team, handling sales and customer service. I was the initial point of contact in the company's sales process and would keep in contact with our

customers throughout the duration in which we were dealing with them. The sales were done over the telephone and email. I handled inquiries through our company's different web sites and did many other tasks as well. My title was customer service manager, however it was much more of a sales and marketing job. Managed lead databases, email campaigns, and participated actively in the marketing of the company. This was the first job that I've had where I had an active role in the day to day and even behind the scenes business activities. The normal sale cycle for HighRely services was between 2-6 months, and in some cases longer.

## **EDUCATION**

**Arizona State University**

**BS -- Business CIS 2008**





**Linda Flynn**  
(resident of Los Alamitos, CA)

**Summary of Qualifications**

Dynamic and highly productive Senior Account Manager with 13+ years of staffing and business development experience working with a wide variety of clientele in the engineering, aerospace, computer, public service, manufacturing and entertainment industries. Responsible for marketing, contract negotiations and forecasting for new and existing customers. Strong working knowledge and a proactive approach to strategic recruiting and creative applicant sourcing.

**Clients Managed**

Aerojet Corporation, The Aerospace Corporation, Allegro Industries, AMPAC, Clear Water Compliance Services, Inc., DRS Sensors and Targeting Systems, Genentech, Gulfstream Aerospace, Hewlett Packard, ITT Corporation, Metropolitan Water District of Southern California, Southern California Gas Company and Sperian Respiratory Protection Services, Inc.

**Work Experience**

***Apollo Professional Solutions, Inc., Lakewood, CA SEP 05 - Present***

***Sr. Account Manager***

- Responsible for the sales development and recruitment of administrative, technical, professional and information technology personnel.
- Solicit, and respond to RFP's for Fixed Price and Time and Material based engineering and professional projects.
- Responsible for generation of sales presentations to new and existing clients.
- Recruit, identify, screen, and interview qualified administrative, technical, engineering and information technology personnel for contract, contract to direct and direct placement.
- Negotiate compensation packages with clients and candidates.
- Prioritize client's requirements in a high-volume, time-sensitive environment.
- Maintain close relationships with key corporate managers and other decision-making personnel.
- Working knowledge of regulations that relate to employment and wage/hour issues and Human Resources practices.

***Zanco, Inc., Anaheim, CA***

***NOV 98 - SEP 05***

***Vice President Sales and Marketing***

- Responsible for the sales and generation of new business for packaging products and materials.
- Managed quotations, service and delivery of all products.
- Scheduled production department in completion of projects and specialized orders.
- Oversaw all accounts payables and receivables.
- Tracked all inventory and re-ordered products as necessary.

***Superior Design Co., Inc., Irvine, CA***

***JUL 90 - NOV 98***

***Account Executive/Regional Sales Representative***

- Responsible for marketing, contract negotiations and forecasting of new and existing business in the Orange County market for all three divisions of Superior including: Superior Design Co., Inc., Superior Temporary Services and SDC Computer Services, Inc.
- Managed outsource project for Hewlett Packard Company which involved the entire customer service program.
- Scheduled workers, organized staff meetings, identified and resolved employee issues, conducted employee reviews and identified any payroll and billing discrepancies.
- Managed the Department of Defense Industrial Security Program for the Los Angeles branch.
- Participated in the selection process of staff personnel and assisted in managing the office in the absence of the Branch Manager.

***Technical Recruiter***

- Recruited, interviewed, tested and placed administrative, computer, professional and technical personnel in various industries.
- Participated in job fairs with The National Technical Services Association seminars and activities.

***Interplace, Transworld Recruit, Inc. Los Angeles, CA      FEB 89 – JUL 90***  
***Account Executive***

- Developed and maintained the client base for the Los Angeles region.
- Managed all compliance with budgets, documentation requirements, contract negotiations, and tiered rate scheduling.
- Implemented and developed sales program for the American Division.
- Responsible for designing proposal packets for sub-contracting labor and viding selection.
- Created sales presentation for client calls.

***The Executive Technique, Culver City, CA      OCT 87 – FEB 89***  
***Office Coordinator/Assistant to the President***

- Handled all program administration for the west coast.
- Assisted the Director, New Market Development in researching new sales targets and leads.
- Coordinated all off-site company programs.
- Managed all monthly sales figures and reports.
- Prepared sales proposals and designed company visuals for tailored programs.
- Interviewed and trained candidates to operate program equipment.

**Education**

**Bachelor of Arts, Communications Letters Arts and Sciences**  
**University of Southern California, Los Angeles**

**Additional Skills**

MS Office Applications: Word, PowerPoint, Excel, Access and Outlook.



## **Karen S. Wilkes (Long Beach, CA)**

### **Objective:**

I am a results driven professional seeking a versatile and progressive company that will utilize my professional experience as well as afford an opportunity for advancement and career growth.

### **Qualifications:**

I have excellent organizational and communication skills. I work well with minimum supervision, a quick learner, dependable and very reliable. I have worked in the staffing and manufacturing industries. I have experience in Recruiting, Administrative, customer service and Accounts Payable.

### **Professional Experience:**

**Nov 2004 to Present** Apollo Professional Solutions Inc. Lakewood, CA.

#### Administrative Assistant: Nov 2004 – Nov 2006

Assisted with general clerical tasks such as, but not limited to, answering telephone calls, filing, process new hire paperwork, data entry and payroll processing.

#### Recruiter: Nov 2006 - Present

Specializing in Administrative and Accounting professionals as well as IT and Engineering professionals. Work on contract, contract to hire and direct placement requirements from various clients. Responsibilities include identifying potential candidates using various sources such as job boards, referrals and databases. Interview/qualify candidates, conduct reference checks and background investigations, schedule interviews between candidate and clients and negotiation of rates to complete/fill orders.

**Jan 2002 to Oct 2004** Self Employed Lakewood, CA

#### Real Estate Agent and Notary:

Worked with Buyers and Sellers of Residential Real Estate in the buying and selling of properties. Processed all paperwork and data entry. Scheduled all home inspections and worked with lenders and title to follow up and see to it that all paperwork was completed for deadline in closing.

**Nov 1992 to Jan 2002** Industrial Dynamics Company Torrance, CA

#### Accounts Payable:

Full Cycle Accounts Payable. Responsible for multi-company payables. Data Entry and check processing, general ledger reconciliation. Multi-company bank deposits. Expense Report reconciliation. Processed payments via check/wire transfer/ACH Transfer. Handled payroll wage garnishments/reconciliation and payments to appropriate collector.

**June 1990-Nov 1992** Custom Hardtops/Snugtop Long Beach, CA

#### Accounts Payable/Customer Service:

Full Cycle Accounts Payable. Processed payments by matching invoices to receipts, coding to the general ledger and data entry. Processed bank deposits for the company as well as customer service for all incoming inquiries from customers.

### **Professional Skills:**

Type approximately 40-50 WPM, Proficient in Word, Excel and Outlook. Effective Time Mgmt and Organization. Data Entry, 10-Key

### **Education:**

El Camino College – Vocational

### **References:**

Available upon request



**RJ Delaney**  
(resident of Long Beach, CA)

**SUMMARY OF QUALIFICATIONS**

Dynamic and highly productive professional with thorough knowledge and demonstrated success in all facets of placement of high demand technical candidates.

**PROFESSIONAL ACCOMPLISHMENTS/EXPERIENCE**

Apollo Professional Solutions, Lakewood, CA - June/00 - Present  
**Vice President, Western Region**

- Staff and manage two Branch locations. Bottom line responsibilities. #1 office in Sales for 2008.
- Performed complete branch operations duties include staffing, recruiting, training, new business development, budgeting, contract administration and negotiation, Profit and Loss, etc.
- Responsible for sales and recruitment of engineers, IT, and other technical disciplines for contract and direct assignments in aircraft/aerospace/defense, automotive, civil, telecom and other industries.
- Identify, qualify and close candidates for multiple client requirements in a fast paced environment.
- Evaluate applicants work history, education and training, job skills, and personal qualifications against open requirements.
- Responsible for negotiating and drafting contracts and closed on several multi-million dollar multi-year contracts.

MDTSC (formerly BOEING - MDTSC), Long Beach, CA - December 89 - May/00  
**Senior Staffing Specialist, 12/97 - 5/00**

- #1 producing Technical Recruiter company-wide in 1998.
- Recruit for all technical disciplines for Boeing and other companies and industries.
- Trained/mentored new and existing Recruiters in the Engineering/Technical Services Division.
- Assigned and completed special project work: internet recruiting, advertising development, in-house job fair, training branch users in search related computer system use.

**Branch Manager, 6/95 - 12/97**

- Highest producing office company-wide in commercial sales, gross margin and profit. Serviced McDonnell Douglas and established MDTSC as the source for placing high-level engineers and other specialized personnel requested by the corporation.
- Increased commercial sales and doubled bottom-line branch profit from 1995 to 1997.
- Grew the size of the staff and managed 10 Recruiters and 5 Account Managers.
- Performed complete branch operations duties include staffing, recruiting, training, new business development, budgeting, contract administration and negotiation, Profit and Loss, etc.

**Sales Support Manager, 9/92 - 6/95**

- Managed Recruiters and Administrative personnel in the Technical & Computer Services Division in Long Beach, CA.
- Supported MDC (McDonnell Douglas Corporation) account, which included consulting with hiring managers and Human Resources to evaluate personnel requirements.
- Team Leader on major staffing projects as needed.
- Trained, policy/procedure making and manuals, advertising, job fairs and all branch operations.
- Staffed and trained internal positions in Sales, Recruiting and Administration for Long Beach.
- Opened and staffed Phoenix, AZ office. Opened office April 1994, 90 contractors placed by October.

**TQMS Coordinator, 3/92 - 9/92**

- Appointed to position directly created by President of MDTSC. Position was open to all employee candidates on a company wide basis.
- Developed and implemented TQMS (Total Quality Management System) program company wide and audited all branches for process improvements.
- Developed a 200+ page Recruiter Manual, implemented a quality survey system for client and contractor assessment, developed process improvements in over twenty functional areas.
- Trained employees in all branches on computer systems use and company procedures established at corporate level.

**Senior Staffing Specialist, 12/90 - 3/92**

- Placed an average of 25 contractors per month.
- Competed in and won a major contest over all Recruiters on a company-wide basis for most contractors placed.
- Recruited and acted as Sales Account liaison for MDC divisions in Southern California.

**Staffing Specialist, 12/89 - 12/90**

- Hired as first staff employee for corporate office operation after the President.
- Established a marketing plan and assisted in developing many policies and procedures in this start-up subsidiary of McDonnell Douglas Corporation.
- Recruited and acted as sales liaison for all MDC divisions in Southern California recruiting high level engineers, designers, technical writers and any discipline requested by McDonnell Douglas.

Execusoft Incorporated, Orange, CA, November 88 - November 89

**Account Manager**

- Generated more new clients in six months than my two peers combined.
- Spent 60% of time recruiting and 40% in sales for both temporary/permanent account opportunities for placement of IT consultants.

Salem Technical Services, Headquartered in Chicago, IL, September 83 - October 88

**Branch Manager - Long Beach, CA, 2/87 - 10/88**

- Transferred from Houston office to become the first manager of the new acquisition, Conserv Technical. This office was losing money and had one employee, but within four months, I grew the branch and it became profitable.
- Increased placements in additional office assigned in region by 50%, office became profitable for first time since opening 3 years earlier.
- Raised Long Beach office from twenty-fifth place ranking nationally to seventh by year-end '87.

**Branch Manager - Houston, TX, 4/85 - 2/87**

- Transferred from Dallas office. Appointed Branch Manager as first of six employees that completed initial company sales or recruiter training in 1983.
- Served in the office of Vice President and Secretary of the NTSA (National Technical Services Association).

**Account Executive - Dallas, TX, 9/83 - 4/85**

- Sold and recruited in the electronic and aerospace industries.
- Generated new account development that propelled growth of office from a two-person operation to a full branch.

**EDUCATION**

Degree in Sales & Marketing

Additional Classes 1989 - present: Conducting Presentations, Effective Meetings, TQMS, Teambuilding and Coaching, Guerilla Selling, Front Line Leadership, PowerPoint, Word.

**SECTION B.**

**SUBCONTRACTOR INFORMATION**

Apollo will not be partnering or subcontracting with any other business entity for this RFP.

## SECTION C.

### REFERENCES

Following are three (3) client references from similar projects that Apollo has performed within the last three years:

#### REFERENCE #1

**Client Name:** Los Angeles Unified School District

**Project Description:** Install, update, or replace the existing Wi-Fi / Network Infrastructure in all schools within the LAUSD. Large scale project with high visibility. This project is to make Wi-Fi available in all classes for students within the district. Very large project with high visibility both locally and nationally.

**Project Dates:** June 2013 - Present

**Technical Environment:** Providing Network Infrastructure Engineers and Network Configuration Engineers to perform the installation, updates, or replacement of the Wi-Fi / Network Infrastructure at all schools within the LAUSD.

**Apollo Account Manager:** RJ Delaney, Vice President, Western Region

**Client Project Manager:** Nikolas Guiler  
Deputy Director  
(213) 241-1145

#### REFERENCE #2

**Client Name:** Los Angeles Unified School District

**Project Description:** Data Warehouse Project at LAUSD. Provide solutions to challenging interface problems using Oracle Warehouse Builder (OWB) and/or Oracle Data Integrator Enterprise Edition (ODIEE), and/or PL/SQL.

**Project Dates:** October 2013 - Present

**Technical Environment:** Providing a Senior Level "Oracle ETL Developer" to define data transformation rules and determine the most appropriate method for processing (extract-based, load-based, or dbms-based). Develop and Maintain ETL Logic. Performance Tuning

of developed objects. Load data into core data area(s) of the Data Warehouse system(s). Transfer knowledge to LAUSD personnel.

**Apollo Account Manager:** Dana Krueger, Account Manager / Project Administrator

**Client Project Manager:** Scott Nguyen, Senior Project Manager  
LAUSD – Information Technology Division  
(213) 241-0675

Eric Albert, Technical Specialist  
LAUSD – Information Technology Division  
(213) 241-1639

**REFERENCE #3**

**Client Name:** Los Angeles County Department of Public Health

**Project Description:** Provide a Senior Project Manager to evaluate and asses PMO, Established PMO framework, Provided recommendations on Project Management best practices, helped with standardization documentations. Helped define practices within Application development team.

**Project Dates:** May 2013 – September 2013

**Technical Environment:** Provide a Senior Project Manager to evaluate and asses PMO, Established PMO framework, Provided recommendations on Project Management best practices, helped with standardization documentations. Helped define practices within Application development team.

**Apollo Account Manager** Dana Krueger

**Client Project Manager:** Sonny Yadav  
Totalis Consulting Group  
(770) 753-9222



**SECTION D.**  
**ATTACHEMENTS**



## **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.]

**NOTE REGARDING ATTACHMENT B:**

Apollo will agree to the terms in Attachment B, the Pro-Forma Agreement. We meet the proper level of insurances that are required to employ contractors for the City of Long Beach. It was not specified if we should turn the Attachment B in with this proposal so we did not include it, however we will have no issues signing and turning it in if awarded a contract.

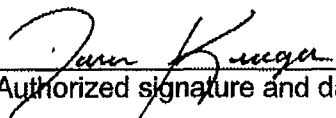
## Attachment C

### 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.

 11/19/2013  
Authorized signature and date

Dana Krueger Account Manager  
Print Name & Title

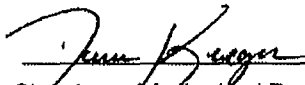
## Attachment D

## 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

Account Manager  
\_\_\_\_\_  
Title of Authorized Representative

Apollo Professional Solutions, Inc.  
\_\_\_\_\_  
Business/Contractor/ Agency

11/19/2013  
\_\_\_\_\_  
Date

## **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.epis.gov](http://www.epis.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***

**Attachment E**

**W-9 Request for Taxpayer  
Identification Number and Certification**

[Form must be signed and dated]



## Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>Apollo Professional Solutions Inc</b>	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____	Exemptions (see instructions):  Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____
	Address (number, street, and apt. or suite no.) <b>29 Stiles Rd., Ste 302</b>	Requester's name and address (optional)
City, state, and ZIP code <b>Salem, NH 03079</b>		
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

<b>Social security number</b>										
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<b>Employer identification number</b>										
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> </table>										

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here**    Signature of U.S. person ▶ **Elizabeth G. Faucher**    Date ▶ **11/20/13**

Digitally signed by Elizabeth G. Faucher  
DN: cn=Elizabeth G. Faucher, o=Apollo Professional Solutions, Inc., ou=Controller, email=elizabeth@apollopro.com, c=US  
Date: 2013.11.20 12:21:26 -0500

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** The IRS has created a page on [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.



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

## INSURANCE REQUIREMENTS

- Contractor shall submit proof of insurability from an insurance company with an 8 rating (as specified in City AR 8-27) from AM Best Company with bid. Failure to submit this proof will disqualify the bid.
- Successful bidder shall obtain and maintain at its expense until completion of performance and acceptance by the City, from an insurer:
  - Admitted (Licensed) in the State of California with a current financial responsibility rating of an Excellent or better and a current financial size category (FSC) of V (Capital Surplus and Conditional Surplus Funds of greater than \$10 million) or greater rating as reported by AM Best Company or equivalent, unless waived in writing by the City's Risk Manager, or
  - Non-admitted in the State of California with a current financial responsibility rating of an Excellent or better and a current financial size category (FSC) of VIII (Capital Surplus Funds or greater than \$100 million) or greater rating as reported by AM Best Company or equivalent, unless waived in writing by City's Risk Manager.
  - Comprehensive General Liability naming City, its Officials, Employees, and Agents as additional insureds for injury to or death of persons or damage to or loss of property arising from or connected to vendor's performance here-under \$1,000,000 combined single limit for each occurrence and \$2,000,000 General Aggregate.
  - Automobile Liability: \$500,000 combined single limit per accident for bodily injury and property damage covering owned, non-owned and hired vehicles.
  - Worker's Compensation: As required by California Labor Code.
- Self-insurance of self-insured retention must be approved in writing by City and protect City in same manner and extent as if policies had not contained retention. Each policy must be endorsed to state that coverage shall not be cancelled by either party of reduced in coverage except after 30 days prior written notice to City. Vendor must furnish to City before performance certificates of insurance and original endorsements, with the original signature of one authorized by the insurer to bind coverage on its behalf, for approval as to sufficiency and form. This insurance shall not be deemed to limit vendor's liability hereunder.
- Contractor shall maintain at its expense, until completion of performance and acceptance by City, from an insurer:
  - Admitted (Licensed) in the State of California with a current financial responsibility rating of A (Excellent) or better and a current financial size category (FSC) of V (capital surplus and conditional surplus funds of greater than \$10 million) or greater rating as reported by A.M. Best Company or equivalent, unless waived in writing by City's Risk Manager, or



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

- o Non-admitted in the State of California with a current financial responsibility rating of A (Excellent) or better and a current financial size category (FSC) of VIII (capital surplus and conditional surplus funds of greater than \$100 million) or greater rating as reported by A.M. Best Company or equivalent, unless waived in writing by City's Risk Manager.
- All coverages for Subcontractors shall be subject to the requirements stated herein and shall be maintained at no expense to the City.
- Contractor shall furnish the City with certificates of insurance and original endorsements providing coverage as required above. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.
- Before any of Contractor's or Subcontractor's employees shall do any work on the City's property, Contractor shall furnish the City with the required certificates evidencing that such insurance is being maintained. Such certificates shall specify the date when such insurance expires. Such insurance shall be maintained until after the Work under the Contract has been completed and accepted.
- Such insurance as required herein or in any other documents to be considered a part hereof shall not be deemed to limit Contractor's liability under this Contract.
- Contractor shall defend, indemnify and hold harmless the City, its officials and employees from and against any and all liability for claims for bodily injury and property damage arising out of negligent acts, omissions or errors of any employee of Contractor at the Site.
- Contractor shall list the name and location of the place of business of each Subcontractor who will perform work, labor or services for Contractor, or who specially fabricates and installs a portion of the Work or improvement in an amount in excess of one-half of one percent of Contractor's total contract cost. The Subcontractor list shall be submitted with Contractor's Bid.

By submitting a signature below, Bidder promises that insurance requirements can be provided as requested.

Printed Name: Dana Krueger Title: Account Manager

Signature: *Dana Krueger* Date: 11/19/2013

CERTIFICATION OF COMPLIANCE WITH THE  
EQUAL BENEFITS ORDINANCE

Section 1. CONTRACTOR/VENDOR INFORMATION

Name: Apollo Professional Solutions, Inc Federal Tax ID No. XXXXXXXXXX  
Address: 4010 Watson Plaza Dr Ste 138  
City: LAKELAND State: CA ZIP: 90712  
Contact Person: DANA KRUEGER Telephone: 562-740-1992  
Email: DKRUEGER@APOLLOPROS.COM Fax: 562-420-7688

Section 2. COMPLIANCE QUESTIONS

- A. The EBO is inapplicable to this Contract because the Contractor/Vendor has no employees.  Yes  No
- B. Does your company provide (or make available at the employees' expense) any employee benefits?  Yes  No  
(If "yes," proceed to Question C. If "no," proceed to section 5, as the EBO does not apply to you.)
- C. Does your company provide (or make available at the employees' expense) any benefits to the spouse of an employee?  
 Yes  No
- D. Does your company provide (or make available at the employees' expense) any benefits to the domestic partner of an employee?  
 Yes  No (If you answered "no" to both questions C and D, proceed to section 5, as the EBO is not applicable to this contract. If you answered "yes" to both Questions C and D, please continue to Question E. If you answered "yes" to Question C and "no" to Question D, please continue to section 3.)
- E. Are the benefits that are available to the spouse of an employee identical to the benefits that are available to the domestic partner of an employee?  Yes  No  
(If "yes," proceed to section 4, as you are in compliance with the EBO. If "no," continue to section 3.)

Section 3. PROVISIONAL COMPLIANCE

- A. Contractor/vendor is not in compliance with the EBO now but will comply by the following date:

\_\_\_\_\_ By the first effective date after the first open enrollment process following the contract start date, not to exceed two years, if the

Contractor/vendor submits evidence of taking reasonable measures to comply with the EBO; or

\_\_\_\_\_ At such time that the administrative steps can be taken to incorporate nondiscrimination in benefits in the Contractor/vendor's infrastructure, not to exceed three months; or

\_\_\_\_\_ Upon expiration of the contractor's current collective bargaining agreement(s).

- B. If you have taken all reasonable measures to comply with the EBO but are unable to do so, do you agree to provide employees with a cash equivalent? (The cash equivalent is the amount of money your company pays for spousal benefits that are unavailable for domestic partners.)

\_\_\_\_\_ Yes \_\_\_\_\_ No

#### Section 4. REQUIRED DOCUMENTATION

At time of issuance of purchase order or contract award, you may be required by the City to provide documentation (copy of employee handbook, eligibility statement from your plans, insurance provider statement, etc.) to verify that you do not discriminate in the provision of benefits.

#### Section 5. CERTIFICATION

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that I am authorized to bind this entity contractually. By signing this certification, I further agree to comply with all additional obligations of the Equal Benefits Ordinance that are set forth in the Long Beach Municipal Code and in the terms of the contract of purchase order with the City.

Executed this 19<sup>th</sup> day of November, 2013, at 8:34am, Pacific Time

Name Dana Krueger

Signature Dana Krueger

Title Account Manager

Federal Tax ID No. [REDACTED]

Answer: Onsite work should be all-inclusive of travel expenses, Offsite work should have no expenses.

89. Question: There are several compensation models for "pass-through" staff such as salary versus hourly pay or with/without benefits. What is the City's expectation regarding hiring/compensating/providing "pass-through" staff?

Answer: It should be assumed that these projects are all short-term and hourly pass-through model should be used.

90. Question: Should we use the same positions as the General IT service category for project-specific service rates?

Answer: Yes.

91. Question: Will all fixed-price project bids/quotes be based on the rates specified on 10.4?

Answer: No. Hourly rates are irrelevant for fixed-price quotes.

You are required to submit this addendum with original bid. **Any bidder who fails to submit this addendum will be disqualified.**

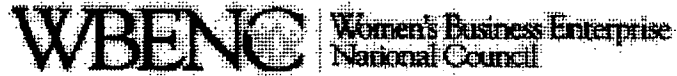
If you have any questions please submit to [Michelle.King@longbeach.gov](mailto:Michelle.King@longbeach.gov)

Please take a moment to review these changes when developing your bid.

Prepared By: Michelle King Date: \_\_\_\_\_  
Buyer

Acknowledged By: Jane Kuegel Date: 11-19-2013

Firm of: Apollo Professional Solutions, Inc.



hereby grants

# National Women's Business Enterprise Certification

to

## Apollo Professional Solutions, Inc.

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).  
This certification affirms the business is woman-owned, operated and controlled, and is valid through the date herein.

WBENC National WBE Certification was processed and validated by  
Center for Women & Enterprise, a WBENC National Partner Organization.

Expiration Date: 10/19/2014  
WBENC National Certificate Number: 253714

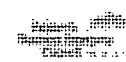
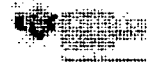
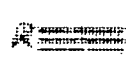
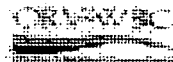
Authorized by Susan Rittscher, CEO & President,  
Center for Women & Enterprise



Center for Women & Enterprise

NAICS Codes: 561320, 541214, 541340, 541430, 541512, 561311, 561990

UNSPSC Codes: 84111505





City of Lakewood  
Business License

2014

BUSINESS LICENSE

This is to certify that the person or firm named herein has paid into my hands minimum payment of tax as set out herein for the use and benefit of the City aforesaid, and is licensed to engage in the business of: OTHER BUSINESS

Business Location:

4010 WATSON PLAZA DRIVE 138

APOLLO PROFESSIONAL SOLUTIONS  
29 STILES ROAD  
STE 302  
SALEM, NH 03079

Business License ID

20072133

Type

GENERAL SERVICES

OTHER BUSINESS

Customer #

4938

Number

5215

License Fee

126.00

Issued

07/01/2013

Expires

06/30/2014

BY:

Finance Director

POST IN A CONSPICUOUS PLACE

NON-TRANSFERABLE



**BUSINESS LICENSE FOR CITY OF LONG BEACH:**

Pending. Our license application is complete and we will be turning it in and paying the fees to the City of Long Beach if awarded a contract.

**PART II.**

**COST PROPOSAL**

**Apollo Professional Solutions, Inc.**

**Request for Proposal No. TS 14-011**

**For**

**Information Technology Professional Services**



**SECTION A.**

**PROPOSED FEE SCHEDULE**

The following proposed Pass-Through and On-Site rates shall be inclusive of all general costs associated with administrative costs, accounting, accounting taxes, overhead, insurance, profit and any other costs in relation to the work required under this RFP. The Off-Site rates include all of the things just mentioned, as well as travel/expenses.

**MARKUPS AND BILL RATES:**

**For General IT Services 7.2:**

Our markup for General IT Services includes paid holidays for: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day,. In addition, all employees are entitled to participate in Apollo's insurance benefits package that includes medical and dental insurance at group rates. We offer competitive rates for our Markup Percentage. Typically, we will charge a company 26-30% markup of the employees hourly wage (for Example: \$50.00 pay rate X 28%markup = \$64.00)

Business Analyst	\$78.00	\$80.10
Project Manager	\$78.00	\$80.10
Legacy System Programmer	\$71.50	\$73.60
Application/Web Developer	\$71.50	\$73.60
Website/Graphic Designer	\$32.50	\$34.60
Database Administrator	\$81.00	\$83.10
Systems Support / Production Support Specialist	\$65.00	\$67.10
iPhone Developer	\$74.10	\$76.20
Windows Server Administrator	\$48.10	\$50.20
Communications Network Specialists	\$72.40	\$74.50
Voice Communications Specialist (VoIP)	\$72.40	\$74.50
Wireless Communications Specialist (RF&WiFi)	\$72.40	\$74.50
Desktop Support Technician	\$29.90	\$32.00

**For Pass-Through Staffing, where City identifies the resource (or Payroll Services):**

The below pricing is for Pass-Through Staffing w/o Holiday Pay, and with Holiday Pay (New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas)

20%	23%

**Apollo will allow the City of Long Beach to indicate the threshold and criteria when looking for available resources.** If you have a certain budget that you must work within, Apollo is flexible and willing to work within any budget or range that you set. We have had great success in the past in saving our clients cost by identifying great resources at very reasonable rates.

**APOLLO DOES NOT HAVE A MINIMUM TERM COMMITMENT WHEN PLACING CONSULTANTS:**

Regardless of whether the City of Long Beach is looking to fill a 1 week or 1 year contract position, we will treat them equally with our efforts. Working with Apollo, the City of Long Beach will be able to rely on us to fill any position no matter how short or how long of a term. We will be fully committed to providing you with the contractors that you need.

**APOLLO WILL NOT CHARGE ANY PENALTIES TO THE CITY OR CONSULTANT AFTER 90 DAYS:**

If the City of Long Beach decides to hire a contractor from Apollo for an internal position with the City, Apollo will not charge any fee after 90 calendar days of employment. We would welcome you in hiring any of our contractors as internal employees of the City of Long Beach. We see it as a sign that we are doing our job well. It is the ultimate compliment to our work when a client decides that they want to hire one of our employees for an internal position.

**APOLLO CAN PROVIDE CONTRACTORS THAT ARE LOCAL LONG BEACH RESIDENTS:**

The first place we will search for candidates for any of the City's openings will be locally. Long Beach is such a large and diverse city it is likely that almost any position that you open we will be able to find a local candidate for. As previously mentioned, most of Apollo's staff that will be working on the City's positions (if awarded a contract) are local Long Beach residents.

**EXPLANATION OF EMPLOYEE BENEFITS PACKAGE**

The following benefits are available to all temporary employees and are inclusive in the above proposed pricing schedule:

**Insurance Benefits Package** – Includes Medical and Dental Insurance through payroll deductions and offered at the Apollo discounted group rate.

**401K Plan** – This benefit is offered to all employees interested in participating in Apollo's 401K Plan through Great West.

**Direct Deposit** – This payment method is offered to all Apollo employees.

**Doculivery** – This internet based program offers our employees access to their earning statements on a weekly basis.

## SECTION B: SAMPLE RESUMES

**Sample Resumes Below:** These resumes are the types of candidates that we could provide within the above listed On-Site Hourly Rate. While we did not include a resume for each position, we do have the expertise to identify candidates for any of the positions listed in RFP.

### Business Analyst:

JESUS M. EUGENIO

**Apollo**

#### SUMMARY OF QUALIFICATIONS:

- Ten plus years of hands-on experience interfacing with clients as a Business Analyst, designing and implementing e-business and marketing solutions and managing multiple projects simultaneously.
- Extensive business analysis experience – this includes leading requirements gathering from users/stakeholders, document analysis, process observation, and documentation efforts, project timeline, business case, strategy mapping, benchmarking, scheduling and facilitating joint application requirements (JAR) gathering sessions, business process flows and rules, cost and benefit analysis of automating processes, financial analytics, gap analysis, risk assessment, solution alternative analysis, concept description, (UML) diagramming / visual modeling, scenario analysis, wire framing, application interface specifications, user training, presentations, and reference materials.
- Experienced in constructing IT proposals based on identified needs of the organization or clients
- Strong in full Software Development Life Cycle (SDLC), Rational Unified Process (RUP), Iterative Process, Agile Development Methodologies (Scrum), Six Sigma/LEAN methodology, Project Management Office (PMO), Project Management Methodologies (PMM), and keep track of change managements tickets and project's releases.
- Experienced working with onshore and offshore technical teams on designing, testing, and implementing system changes.
- Experienced in supporting Data Warehousing through the use strong SQL skills, data mapping, data profiling, data modeling, Online Analytical Process (OLAP) and Extract Transform and Load (ETL) utilities.
- Possess the ability to work independently, organize work effectively and take initiative in fast-paced work environment while managing multiple tasks and deliverables simultaneously.

#### TECHNICAL ENVIRONMENT EXPERIENCE:

*Environment:* IBM z/OS, IBM System i5/OS, IBM Rational Software Delivery Platform, RUP, UML, Business Processes, SDLC, Agile Scrum, PMO standards and practices, J2EE, SOA, SOAP, XML, WSDL, MS SharePoint, MS Project, MS Access, MS Visio, MS PowerPoint, MS Word, MS Excel, Adobe Photoshop, Business Objects XI, Crystal Reports, Oracle 10, VS Team Foundation Server, MS SQL Server 2008 & 2010, SSRS, SSIS, BIDS, SSMS, stored procedures, triggers and functions, HP Quality Center 11,HL7.

#### WORK EXPERIENCE:

##### Enclipse Corp.

10/10/2012 -- Present

*Consultant –Sr. Business Systems Analyst*

**Kaiser-Permanente** – 12254 Bellflower Blvd., Downey, CA 90242

- Joined with the Pharmacy Finance for re-engineering of the Outpatient Pharmacy Data Warehouse. Performed analysis of business and user needs from their user stories, in order to develop functional

requirements document for the Data Mart initiatives of Claims/Billable Events project. Responsible for coordinating and overseeing work with multiple third party Revenue Cycle Management vendors for Claims/Billable Events transactions.

- Developed technical requirement for data virtualization in order to integrate databases, application, file repositories, websites, and vendor's data services through a common access by resolving the differences in source and consumer formats through abstraction and transformation.

### **Blackstone Technology Group**

**04/25/2011 – 05/31/2012**

*Consultant – Business Analyst*

**Administrative Office of the Courts – 2255 N. Ontario St., Burbank, CA 91504**

- Served as Key Personnel in providing functional and technical support for the deployment of California Court Case Management System (CCMS) including data integration of 58 superior courts with justice partners statewide and developing business requirements, models, and functional requirements for electronic filing of case in compliance with PMO's standards, practices, and methodologies.
- Conducted extensive assessment and analysis of e-filing capabilities and needs of several trial courts, and drafted a feasible statewide e-filing solution architecture leveraging/repackaging CCMS functional components and technology and in collaboration with trial courts and Electronic Filing Service Providers or EFSPs.
- Documented e-filing functional, technical, E-Filing service roadmaps with its network and server architecture, connectivity standards and requirements in addition to statewide e-filing master services contract and others relevant to a statewide e-filing solution.

### **RCM Technologies/Amdocs**

**08/18/2008 – 03/30/2011**

*Consultant – Business Systems Analyst / Team Lead*

**(Outsourcing for AT&T, Inc.) – 2600 Camino Ramon, San Ramon, CA 94583**

- Joined with the Customer Billing Information team for the smooth transition of Customer Account Information from Fujitsu Consulting to Amdocs by capturing all Knowledge Transfer (KT), Forward Shadow (FS), Reverse Shadow (RS), and Stable State (SS) sessions and prepared System Appreciation Document. Responsible for CMM V Project Lead with the budget of \$2.5M with duration of 8 months which was completed for six months with a savings of \$0.625M.
- Performed data modeling, data mapping, data profiling, data flow diagrams, ETL, data mart, in support of the data integration and data warehousing initiatives. Performed Business Requirements gathering, storyboard designing, wire framing, data modeling, developed functional requirements, and requirements management in compliance with PMO's standards, practices, and methodologies.

### **IT Resources**

**10/30/2006 – 07/31/2008**

*Consultant – Business Systems Analyst / Team Lead*

**Outsourcing for American Isuzu Motors, Inc. – 7101 Village Dr., Buena Park, CA 90621**

- Joined with the re-engineering of Vehicle Distribution and Ordering Systems. Appointed by Interactive Marketing Group to develop core models named Sales Lead Processing Engine and Sales Lead Governance Engine (a Rules-Based Engine) for the Sales Lead Delivery System. Responsible for CMM V Project Analysis Lead with the budget of \$3.8M with duration of one and half year which was completed for one year and four months with a savings of \$0.75M.
- Developed Functional Requirements. Performed Business Requirements gathering, developed performance metrics and ad-hoc analysis, gap analysis, risk assessment, cost and benefit analysis of automating of processes, storyboard designing, wire framing, data modeling, and requirements management. Performed data modeling, ETL, data mart, data profiling, data mapping and data flow diagrams in support of Data Warehousing and Data Store initiatives. Created and edited complex reports, statistics, graphs and presentation. Created service roadmaps with its network and server architecture, and connectivity standards and requirements.

### **Information Technology Resource Corporation**

**08/05/2003 – 10/27/2006**

*Consultant – Sr. Business Analyst*

Outsourcing for **Wellpoint Health Network, Inc.** – 2100 Corporate Center Dr., Newbury Park, CA 91320

- Joined with Core System Integration group in the analysis and development of integrating Wellpoint's Star Membership System with the Wisconsin's Membership System. Star Membership System processes Claims, Benefits, and Eligibility, Billings, Receivables, Worker's Compensation, financial reporting, and Underwritings transactions together in compliance with Medicare Modernization Act 2003 (MMA) and with Centers for Medicare & Medicaid Services (CMS) that provides direction and technical guidance for administration of Federal effort to plan, develop, manage, and evaluate health care financing programs and policies. Responsible for coordinating and overseeing work with multiple third party revenue cycle management vendors.
- Participated in the analysis and design to modify Claims application to improve Revenue Cycle Management processes and to comply with the new mandate for: EDI Health Care Claim Payment and Advice Transaction set (835); EDI Health Care Claim Transaction set (837); EDI Health Care Claim Status Notification (277).

**Modis Professional Services, Inc.**

07/09/2001 – 07/31/2003

*Consultant – Hands-On Project Manager*

**Los Angeles County - Information Technology Services** – 9150 E. Imperial Hwy, Downey, CA 90242

- Managed 7 staffs to re-engineer Hospital Materials Management Systems Renaissance Worldwide, Inc. 03/01/1999 – 07/05/2001

*Consultant – Business Systems Analyst*

**Kaiser-Permanente Health Foundation** – 91 Oakland Ave., Pasadena, CA 91101

- Joined for the re-engineering of the Results Management System and Claims Processing Systems

**Modis Professional Services, Inc.**

09/07/1998 – 02/26/1999

*Consultant - Business Systems Analyst*

**Los Angeles County - ISD/ITS** – 9150 E. Imperial Hwy., Downey, CA 90242

- Performed system analysis, design and modifications of Hospital Materials Management Systems, Health Care Insurance Systems, and Pharmacy Inventory System for the Y2K compliance project.

**EDUCATION:**

- **Bachelor of Science in Business Administration (Accounting major)** - Philippine School of Business Administration - Manila, Philippines
- **Integrated Computer Programming for COBOL, PL/1, Assembler, FORTRAN** - International Business Machines (Makati, Philippines) -
- **System Analysis & Design** – International Business Machines (Makati, Philippines)

**REFERENCES:**

Chelle Uecker – Administrative Office of the Courts – Project Manager - 818-558-3021

Ed Papa – Wellpoint Health Network, Inc. – Project Team Lead – 626-780-5575

Roel Quizon – American Isuzu Motors, Inc. – Project Manager – 562-412-7978

## *Project Manager: Apollo placed this candidate at LA County DPH*

CLIFFORD R. KETTEMBOROUGH, Ph.D, D.B.A.

### SUMMARY/OBJECTIVE

- *An experienced problems solving executive/leader, manager, group/project leader/manager, tasks manager, teacher/instructor, computer scientist, and professional systems and software engineer, with demonstrated performance and proven record, capable of successfully managing several complex assignments simultaneously, under schedules pressure, and delivered high quality.*
- *Proven superior communications and people skills; high work ethics, time management, genuine leadership capabilities and administrator of resources (human, financial and technical), promoter of teamwork, quality awareness and process/product innovation.*

### PROFESSIONAL ACCOMPLISHMENTS/CAREER HISTORY

Los Angeles County – Public Health, City of Commerce, CA: 11/11 – present,  
Senior Project Manager / (acting) Director.

Responsibilities: Budget management up to \$3M.

- **Managed the IT-PH Enterprise Architecture and Application Development Group, including the QA sub-group.**
- **Managed a portfolio of 10-12 major and several minor IT projects and a team of 20 staff members, contractor and employees (senior/principal) architects, software engineers, DBAs, testers/QA.**
- **Set up the SDLC process with documentation templates, the Change Control and Management process/templates, and enhanced the existing PM process/templates. Also helped setting up the QA process/templates.**
- **Initiated and ran the SDL process and embedding the Security Analysis tools (Static and Dynamic) within the SDLC, following Microsoft SDL and OWASP models). Employed the SaaS model.**
- **Worked closely with the PMO and Compliance offices (HIPAA, FISMA, GLBA, PCI), and end-user community, in producing projects status report, prioritization and initiation.**
- **Applications supported (all Distributed Systems, Web-based, B2C, B2B, EDI): PHDIR (numerous small enhancements), AD-PHDir Integration (single sign-on); ePass (emergency management), CHOI (children), Coroner Data Interchnage (via Web), eHR Monitor (data bridge), Infomatics, PMI (Performnace Management Indicator), (my)PHDir 2, CHOI 2 (new Web UI).**

#### Technologies

- **Scrum/Agile/XP, RUP/UML, S#arp Architecture, B2C, B2B, e-Commerce, MS Windows 7, SQL Server 2008, WindowsServer 2008, Office 2010, IE 9, Sharepoint, .NET/C#, VS 2010, MVC. Adobe (various products), Novell GroupWise, MS Project, On Time, HP's Fortify/Cenzic (app. security scanners). Web technologies: n-tier, WCF/WPF, ASP/JSP, AJAX, CSS, JavaScript, HTML 5.**

The Walt Disney Company, Burbank, CA; 11/07 – 8/11; *IT Director.*

Responsibilities: Budget management up to \$2M.



- **Functioned** as an IT Director with responsibilities in the area of *Systems Architecture*, PMO, *Applications Portfolio Management* (over 120 apps), *Compliance* and *Training* for the Studio IT/Technology.
- **Provided Systems/Applications Architecture** directions and guidelines for Studio Technology, in all aspects, including TOGAF, Zachman, SOA, S#arp, SaaS. Worked on the integration of new technologies and improvement of business processes/models. Served as SME (subject matter expert), facilitating Kaizen and Kanban techniques.
- **Managed/Evaluated/Recommended the Infrastructure Architecture:** Cloud (apps, storage), Virtualization, Dynamic Hosting, Mobile Computing, Security/Privacy, Business Continuity, Performance Monitoring, Analytics. Cloud tools technology (HP, BMC, Microsoft, VMware, CA) and Service Management tools technology (BMC Remedy, HP Service Manager).
- **Managed** the all phases (scoping, planning, interfacing with vendors/procurement, RFP, labs set-up, implementation and reporting, risk management) of the MS Technology Migration Project. Included the *management of MS and IBM Premier Contracts*.
- **Led the PMO (SRLs, metrics, scorecards, dashboards, MOS)** and Studio *Application Portfolio Management* effort (surveys, data collection, systems architecture, integration, technology research, communication and implementation, risk management, KPI) and its transformation into Technology Portfolio.
- **Represented** Studio IT at various forums (AAWG, EAB, Enterprise Systems Monitoring, Infrastructure Architecture, MS .NET Working Group, EIT/ACS).
- **Technology avangarde:** In charge of Technology R&D, strategy, mapping to business and developing roadmaps. Kept an eye on technology trends, worked with vendors and facilitated product/service evaluations and presentations.
- **Managed** several Studio-wide projects: MS *Technology Migration* Projects, *Application Compatibility Testing* (ACT) and *End-User Data Files Assessment* and *Migration/Roll-Out* with *outside vendors (outsourcing, off-shore)*. Automated testing tools.
- **Led/coordinated** the EART/Troux Data Collection, Integration, Completeness and Correctness efforts for the Studio IT as related to required *Certifications/Compliance* (SOX, PCI, PII, Safe Harbour) (four formal iterations/year), interfacing with all applications' owners, PMs, managers, directors, and BTPs. Achieved on or before the due date, 100% completion, placing Studio first amongst all other Disney segments.
- **Supported** other teams with: a) Budgeting (5YP, AOP and Technology Landscape related activities); b) the ST2 (Assets Management) project - 'app-to-server' and 'app-to-SC' links; have achieved on or before due date, 100% completion, placing Studio first amongst all other Disney segments; c) took part in PM tool evaluation and training.
- **Organized training** for the Studio IT employees on latest technologies – a quarterly event.

#### **Technologies**

- Scrum/Agile/XP, UML, MS: Windows XP/Vista/7, SQL Server 2005/2008, WindowsServer 2003/2008, Office 2007./2010, IE 7-9, Sharepoint, .NET, VS 2010. Adobe (various products), iOS, Google (Chrome and apps), OpenOffice, Apple/Mac (various products), Java/J2EE, Linux/RedHat, UNIX, Citrix, Oracle, MS Project, Clarity, NIKU, Cognos, SAP. **Web technologies:** n-tier, Silverlight, ASP/JSP, PERL, DOM/AJAX, Flash, CSS, Ruby on Rails, JavaScript, (D/X)HTML(5), LAMP/WAMP environment (Linux/Windows, Apache, MySql & PHP).

**IT – Solutions, Training & Management Consulting, San Gabriel, CA; 02/02 – 11/07; Principal, Director, IT Project/Program Manager, Chief Architect - Secret (interim) D&D Security Clearance, Dean, Dept. Chair.**  
**Responsibilities; Budget management up to \$1M; (Clients: Ingram Micro, Boeing, Robert Half Int'l, PWU, AIU)**

- Provided several key clients (**contract or consulting**) with **IT/Business Management, Solutions and Training** (see technologies below) to **challenging business problems**.
- **As part of the Enterprise Project Portfolio and Program Management Office (PPMO)/IT Governance Structure:**
  - **Managed or directed** large, complex development projects, programs, or multiple smaller projects or business analysis activities adhering to standardized **Project Management Processes (PMBOK)** and within time, budget and staff constraints. **Prepared presentations and memos** communicating projects progress (**via dashboard**), findings and recommendations to senior management. Coordinated **outsourcing** activities. **Managed project's scope, schedule, cost, quality, stakeholders expectations, and risk mitigation.**
  - **Effective delivery of large scale, high risk, projects and programs** to business units, including responsibility for **budget, forecasting, cost visibility, TCO/ROI calculation and financial analysis** – worked with **Deloitte**.
  - **Participated and managed the entire PLC (Project Life Cycle)** including the transition of projects from Project Delivery to Production Support after designated Post Implementation Review/Support period.
  - **Facilitated teams and business users** in the process of identifying requirements and defining scope for assigned development projects. **Facilitated team building, communication, and staff development** within resources assigned to project teams. **Direct responsibility for P & L. Prepared RFPs.**
  - **Managed entire S/W development life-cycle (SDLC); responsible for creating and maintaining project artifacts** including RFP, SOW, Project Charter, Risk List, Business Requirements Specifications, System Requirements Specifications, Design, Testing, Training, Documentation, Communications Plan, Issues List, Project Plan, etc, **using modern methodologies such as RUP, Agile. Defined WBS. Managed the EVMS.**
  - **Developed project plans** specifying goals, strategy, staffing needs, scheduling, and identification of risks, contingency plans, and allocation of available resources. **Conducted Risk Assessment, Cost Benefit Analysis, Feasibility Study, Implementation Strategies of technical, financial, and business factors** facing the project.
  - **Coordinated all project matters**, monitored activities, identified internal and external factors jeopardizing the project, recommended solutions, escalated issues, and provided status reports to involved parties, as appropriate.
- **Worked on a highly classified project FCS (Future Combat Systems)** that involved very large scale battle simulations and CAE.
- **Managed the IT infrastructure using ITIL/ITSM Standards and MS SharePoint.**
- **As Chief/Lead Architect (TOGAF, DoDAF, Zachman, EA, using ProVision, RICEFW), provided leadership, supervision, technical solutions, work directions** to project team members to meet scope, quality, schedule, cost and milestone commitments in support of enterprise-wide objectives.
- **Managed, developed, supported Data Warehousing and Web-based (portal and collaborative) projects using database modeling, ERP, BI and Web related technologies.**
- **Managed and performed the Testing, V&V and QA functions.**
- **Performed IT Auditing and Security (Sarbanes-Oxley Compliance/COBIT, HIPAA).**

#### **Technologies**

- RUP/UML, OOAD, SEI-CMMI (level 4/5), Agile/Scrum, SOA/TIBCO, CA Clarity/Niku, ProVision, MS Project Pro/Server, IT/Security Audit; Networking (Infrastructure, Security, OSI, ITIL); .NET Framework (VB, C#, ADO); VBA, C++/GNU/Unix, Java/J2EE technologies,

JBoss/Linux; SOAP, DCOM/CORBA; Web Services Development/eCommerce (FrontPage, ColdFusion, JavaScript, VBScript, XML, ASP, JSP/JavaBeans, PERL, PHP, WebSphere/WebLogic); Data Modeling/Database Development (CA's AllFusion, Oracle-PL/SQL, Access, SQL2000-TransactSQL, MySQL), Data Warehousing/BI (ETTL-Informatica), EAI/CRM, ERP packages (SAP PI/XI/BW, PeopleSoft HRIS, Oracle Financials).

NASA-Jet Propulsion Laboratory, Pasadena, CA; 07/96 – 02/02; *Technology/Project Manager; Software Systems Architect*; and 02/88 - 10/89; *Senior Systems/Software Engineer*.

**Responsibilities; Budget management up to \$1M**

- Directed the efforts of Re-engineering and Architecture development (BPR) an over 30 years old "legacy" environment and bringing it at a more state-of-the-art technological level, using RUP/UML. Represented my section to Enterprise-wide architectural meetings for the development of multi-mission, multi-capability highly complex systems architectures.
- Developed Web sites and repositories for Knowledge Management Systems and performed usability testing.
- Managed the *Year 2000 Compliance*, mission critical project, and received "Nova Award for Leadership."
- Managed *ISO 9001 Certification*, mission critical project, at the program element level and have been awarded the "NASA Group Achievement Award." Developed "Center of Excellence."
- Managed the IT Security project, the info- and infra-structure, a top-level JPL-NASA requirement.
- Participated in the SEI's CMM(I) assessment. Developed and conducted related training material.
- Led the Six Sigma (black belt), Kaizen activities for the section. Developed the infra- and info-structure.
- Made Systems/Software Architecture presentations at national-level conferences.
- Contributed to the development and deployment of internal Software/Systems Development Standards.
- Performed QA activities on couple of key projects using 'Fagan Inspections.' Developed quality metrics databases.

**Technologies**

- CMM(I), TickIT, S/W Metrics, RUP/UML (Use Case, Class, Package, Object, Sequence, Collaboration, State-chart, Activity, Component and Deployment Diagrams) and OOAD S/W Engineering Methodologies/Spiral, XP (eXtreme Programming), ISO/IEC17799, PM (PlanView, Primavera, Project WorkBench, MS Project Pro/Server, FasTrak), KM, Rational Rose, i-Logix Rapsody, Visio, DOORS, C++, QA, Automated Testing (Mercury Suite), CM Tools (ClearCase, CCC Harvest), GUI tools (BXPro), CORBA, PERL, FORTRAN 90/77, MathLab, VxWorks, Excelerator, GIS.

## ACADEMIC CREDENTIALS / FORMAL EDUCATION

**Doctor of Philosophy in Business Administration, Specialty: Technology Management,**  
*University of Santa Barbara, California, 12/1996 and Pacific States University, 6/2010.*

**Doctor of Philosophy in Computer & Information Sciences,** *Pacific Western University, 12/1988.*

**Master of Science in Mathematics,** *Western Governors' University, 9/2009.*

**Master of Arts, Specialty: Leadership,** *Azusa Pacific University, 07/2006.*

**Master of Business Administration,** *University of La Verne, 04/1992.*

**Master of Management Information Systems,** *West Coast University, 10/1986.*

**Master of Science in Computer Science,** *West Coast University, 10/1985.*

**Bachelor of Science in Mathematics/CIS,** *University of Bucharest, 07/1982.*

## OTHER TRAINING / PERSONAL ACCOMPLISHMENTS

Senior Global Partner – The Academy of Business Strategy; 2012

Security Innovation, *Certificate in Enterprise IS/IT Security* – part of the CISSP prep; 2012

Harvard Business School, *Certificates in: Leadership & Management, Creativity and Innovation, Global Business and Technology, Business Acumen, Communications, Marketing, Strategy, Technology, Leading Change*; 2010.

Master's Certificate in Project Management, *George Washington University/ESI*, 2009.

George Washington University Master's Certificate in Project Management, through ESI classes, 9/2009.

ESI Int'l Executive Education in: *Contract Management, Business Analysis, Information Systems Security, Business Intelligence, IT Service Management/ITIL, ROI Methodology, Intercultural Management, Internet/Digital Marketing, Sales Force Management, Supply Chain Management, Leadership, Negotiations, Business Process Management, Business Sustainability, Enabling Technology.*

Scrum Alliance: CSM, CSP and CST, 2010.

Project Management Institute - PMP certification., 2010.

Disney University, Training and Certificate in ITIL Service Management; 2009

S/W Architecture Professional Certificate, *CMU/SEI*, 2006.

Member Board of Directors, *National Management Association*, BALC, 2005.

Malcolm Baldrige and Balanced Scorecard training, *Boeing Corp.* 2005.

Scrum Alliance: CSM, CSP (Certified Scrum Master & Professional)

Software Cost Estimation training (PRICE-H, SEER-SEM).

Developing Software Architectures for Multi-platform and Network Centric Environments/Operations training, 2005.

Six Sigma Black Belt Certification, *JPL/QASNA*, 1996-2002.

## Applications/Web Developer:

ISHTIAQ KASEM

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### EXPERIENCE:

#### LA County, Public Health Information System

(3/2013– to –present)

##### Senior .Net Developer/Architect

- Database schema preparation by studying existing data structure and re-engineering the layout of the relational schema and root out the dead tables from Vaccination, toxicology, TB epidemiological data
- Maintaining existing databases and provide solutions to existing problems that were left behind by contractors who had developed the system
- Review and analysis of PHMonitor application built in .net c# environment and update the app to solve issues that had risen in recent upgrades in the database and new user demands
- Creation of SSIS package to automate weekly data migration from eHR database to the emergency response database. Testing and error transfer reporting.
- Unit and Moq testing of all modules built in the upgrade and review process.

#### Rovi Corporation

(8/2012– to –1/2013)

##### Senior .Net Developer/Architect

- Code review and development of new requirements in cinemanow.com API layer.
- Review and understanding of the core cimenanow2 database and review and update of the storefront cache sql server database
- Review and modification of relevant store procedures and views in line with requirements and major developmental changes.
- Review and code changes in the API layer in response to requests from the storefront website layout.
- Maintenance, upgrade and redesigning of the components of Digital Assets and its management of API keys for devices and its relation with the multiple assets of movies, tv shows, serials and seasonal episodes with accommodation for HD assets including rent and buy
- Maintaining and adding of new media types like DIVX, HD streaming and UV assets with existing purchase outlets and adjusting ecommerce services for these assets
- Research into high volume data respository. Study of Google Bigtable and proof of concepts of setting up NOSQL database Hadoop and accessibility with Hbase
- Testing and validation of xml data using FIDDLER and SoapUI
- Unit testing of all methods changed or altered in each developmental iteration and completed within each sprint
- Unit testing of all JSON queries after modification as per task list.

#### Management Recruiters International Inc.

(2/2012– to –7/2012)

## Senior .Net Developer/Architect

- System study for ASP.NET projects to be developed offshore and initial man-hours calculation for each subproject of the entire developmental process
- System flow and correlation design of individual projects along with documentation and initial idea transfer to the developing group
- Strategy planning for the client as to what project will initially be developed and what development process will run tangentially and what projects will follow in tandem to ensure successful project deadline
- Unit testing plan and coding style of all methods in each class and preplanning of regression tests and forecasted deadline for the test process.
- Assessment and Proof of concept of all providers in the Data access layer and final determination of the implemented technology
- Scheduling of technology transfer to offshore team, selection of individuals to build each team and hands on C# coding style and principles to each member.
- Design of development goal for client review, forecasted dates and adjustment of project task load depending on client's feedback

## Boston Scientific

(8/2010 – to –12/2011)

### Senior .Net Developer

- Working as a senior developer in their Neuromodulation group developing the control software for the Implantable Pulse generator. The application is WPF based and developed with MVVM model using entity framework for the data access from sql server 2008.
- Designed and reviewed middle tier classes and validated their functionality and corrected the deficiencies encountered.
- Worked in the design and planning MVC based intranet website for the department's internal document serving group
- Identified and implemented CUDA programming for recursive functions in a number of the group engineers task validation projects
- Focused in the unit test development that the team had to catch up with, as the previous development task was to try to complete the features first
- Developed the stored procedures and the CLR objects for the reporting part of the program in sql server reports.
- Designed and coded sql queries using LINQ and pretested the return results of the query using LinqPad before incorporating them in framework.
- Documented all design process and coding changes and supported the team as guide and mentor in some modules.
- Recoded the telemetry portion of the device to customize it to the IPG's need.
- Performed code analysis using FXCop and ClockWork to clean the code of all warnings and major logical bugs.
- Providing support in terms of program design and code compaction in C# and SQL statements of store procs.

## Metropolitan Mortgage

(8/2009 – to –7/2010)

## Senior .Net Developer

- System study, design and coordination of development of mortgage database and WINFORMS interface with UML documentation for the system flow and development algorithms. Project is developed in asp.net with c# sharp as the core language. Database is sqlserver 2008 enterprise edition
- The system is designed in the three tier format with WCF and implementing the data access using LINQ.
- Exception reporting is designed as a separate entity and provides service to the middle and data tier that propagates it to the presentation layer.
- Unit testing of all modules using NUnit
- Coordination and project design for transfer of data from palm OS to Outlook for the executives with data extraction and maintenance of all features of the organizer including calendar, tasks and memos.
- Implementation of entity framework in existing software to replace the previous data connectivity platform and within the desired time frame.
- System study and brain storming to develop the corresponding object model for the data access layer with documentation of UML class and object diagram along with workflow outline with sequence diagrams.
- Followup and updates of all activities of the team using scrum procedures

## Zynx Health

(12/2008 – to –8/2009)

## Senior .Net Developer

- Built a data migration application for the integration team in WINFORMS. The requirements were to build an xml structure of data from two deprecate tables and insert the value in a new table with intact referential integrity in sql server. The application was designed to create the xml structure through a store proc using XML PATH, insert into a staging table, update all relevant tables in the database following insertion into the new table. The modules involved keeping track of the time for transfer, two text box interfaces displaying the rows updated and rows failed, database connection module to choose the database, and print module to print out the report of the transactions.
- All store procedures were developed with the TRY-CATCH format and the results were taken back to the DAL in the form of return values, scalar values, datasets depending on the functionality
- Each call from the application was made on a separate thread using Theadstart and conditional variables were used to step in or over the tandem functions.
- Followed the unit testing methodology for test driven development
- The application was built on the n-tier architecture and all business rules was applied in the middle tier with few exceptions for the store procs. A custom exception handling module was built to make the error transfer to the UI transparent to the end user.
- Software enhancement research, planning and implementation of proof of concept for evidence based medicine related software, "Authorspace", for Zynx health
- Team participation and assignment of task through agile methodologies with responsibility for code development, review and unit testing of each task.

- Development of WCF services for clients of AuthorSpace.
- Supported the Technical Services division in refactoring their stored procedures developed by the initial team to simplify the functionality and comprehend the techniques used, and rewrite them to the present sql server 2005 functionalities.
- Built a web test box for the Technical team to be able to step into the core procs in debug mode using windows authentication and detected and reported left over bugs in database calls to previous database engines

## **MySpace.Com**

(3/2007 – to –11/2008)

### **Senior .Net Developer**

- Development of Friends page and TopFriends UI page in asp.net with code behind in C#
- Winforms program development for data analysis portal for higher management
- Photo-albums design and coding in winforms using c# plus maintenance and testing of the software before implementation
- Participated in a proof of concept to develop applications in Silverlight and report its advantages and enhancements in respect to the present technology
- Designed and created custom controls for the team using and implementing GDI+ features.
- Developed web services to provide data access to outside vendors as per requirements
- Team effort in designing and developing applications using the MVP model
- Designing and developing modules in WinForms for PhotoAlbums application
- Incorporating new functionalities in friends feature pages in C#, TFS development environment and framework 3.0
- Developed fuzzy search page for Mac IPOD for the Myspace native app on Mac OS using CoCoa in objective c
- Involvement in the work in progress to develop mobile Myspace functionality in ASP.Net
- Support of mobile WAP program to insure proper functionality of the major MySpace services
- Hot fixes and code refactoring depending on design changes and maintenance of both pages
- Implementation of web controls to modularize the different aspects of the page and in corporation of new features with a maintenance switch to inactivate the feature if required.
- Worked to incorporate the Friends categories page with a group in Seattle. The project is in the spec building stage with wireframe mockups.
- Coordination with middle layer concerning the cache and data access objects to keep the access cost to a minimum
- Late involvement in the development of URLredirector using fuseaction and VIP from netscaler in redirecting users to their pages
- Managed two new developers to come upto speed and acted as their mentor involving development and technical issues

## **Sapient**

(4/2006 – 3/2007)

### **.Net Technical lead**

- Care Planner and Daily Planner winforms based software development starting from concept to full development and implementation (SDLC)

- System study, persona compilation, used case development, UI prototyping and system requirements archiving leading to business logic compilation
- Participation in the design project as a .Net developer and technical lead for the UI and business logic part of the software. Integration and design concept development to use web services built using java
- Creation of Sequence diagrams and activity diagrams to construction of the objects design and framework functionality development.
- Development of an overall plan to write specs and design requirements and object development to pass the project to developers in India and subsequent technical follow up to make sure the timeliness of the project
- Group involvement in acquiring requirements to develop TCP based remote objects
- Responsible for the C# part of the .NET development area and helping the J2ee specialist to overcome the .Net and J2ee handshake interface of the software development.
- Interaction with the Pfizer development team and providing assistance in their use case development and requirements specs gathering for both UI and functional specs.
- Regularly checked TAR reports and performed initial analysis vis-à-vis areas of impact by classifying them into bugs/issues/scope/etc and escalated them when required.

**Montana Natural**

1/2005 to 12/2005

*Software Engineer*

**United States Medical Licensing Exam Project**

1/2003 to 12/2004

*Software Engineer*

**Denso Sales Ca.**

3/2000 to 9/2002

*Application Developer / DBA*

**EDUCATION:**

Bachelors in Science

Dhaka University  
Dhaka, Bangladesh

Advanced training/research on Medical Imaging Tokushima University  
Tokushima-Tokushima



***Database Administrator: Apollo placed this candidate at LAUSD in November 2013 for an Oracle DBA position.***

**Dmitry Asovich**



**11/2011- current**

**Database Consultant. Database Architecture and Development**

Financial Institution, Los Angeles, CA.

Main Segments: Retail Banking, On-line Banking (also some Marketing and Investment).

- Data warehouse/ETL processes design and implementation. Informatica, PL/SQL, MS-SQL.
- Defined and implemented automated conversion and migration methods.
- Migrated DB2 AIX data warehouse to Oracle RH Linux (architecture, set up, data move/ETL, tuning).
- Designed, maintained and built conceptual database models.
- Optimized queries, tuned configuration parameters for Oracle warehouse/real time databases.
- Wrote new procedures for Oracle, MS SQL server. Provided complex SQL queries.
- Created, updated UNIX scripts. Focused on new data loads, extracts and related reports.

**5/2011- 11/2011**

**Database Consultant. Database Development and Administration.**

AT&T, Glendale, CA.

Main Segments: Advertising, Wireless, Media, Publishing.

- Data Warehouse solutions including Design, Implementation.
- Designed and built development, staging and production environments.
- Vertica, Oracle, Hadoop, MS SQL server.
- Physical Database capacity planning and data-files mapping.

**11/2010- 3/2011**

**Database Consultant. Database Architecture and Development.**

Rogers communications Inc, Toronto, ON

Main segments: Cable, Wireless, Media, Publishing, Broadcasting. More than 12 million customers.

- Contributed to database architecture design that supports the information needs of the business in a scalable and secure environment. Served as a consultant to the business on database programs and long-term systems strategies.
- Managed Operational Support Team.
- Defined requirements and developed/implemented business intelligence capabilities. ETL, Informatica. Data flow design. Data Integration.
- Developed strategies for data acquisitions, archive recovery, and implementation of a database.
- Provided solutions mapped to business/user and application development needs. Informatica. Oracle 10g, 11g. ERWIN.
- Backfill for team members as needed on projects or production issues.
- Logical and physical database design using ERWIN. Database development and configuration.

**04/2004-10/2010**

**Database Consultant. Advisory DBA/DBA developer. BASEL II, AML projects.**

CIBC, Toronto, ON.

Bank services to more than 11 million individuals.

- Analyzed business requirements and translated into database schema and data flow diagrams (charts). Led performance tuning; led to physical database redesign (partitioning, division single database to multiple instances, automated tasks to a database, etc.).
- Developed prototype for the retail database. The prototype was enhanced and eventually replaced the legacy retail framework. Using ERWIN for Logical and Physical database Modeling.
- Managed data synchronization between Oracle RAC, NonStop/Tandem SQL/MX/MP and IBM-DB2 databases.
- Provided NonStop/Tandem SQL/MX/MP support for the development team and business users.
- Monitored performance and tuned NonStop database for the OLTP systems.
- Optimized queries in SQL/MX/MP and Oracle 10g, 11g, and changed C and JAVA based applications for performance.

- Monitored and tuned instances of Oracle 9i, 10g warehousing databases (DSS).
- Designed and maintained DSS schemas, and provided support for ETL, migrations and upgrades.
- Tuned Oracle instances for real time (security) and near real time (auditing) systems.
- Designed and automated backups for of the retail Oracle, SQL/MX/MP databases, RMAN.
- Automated incremental deployment procedures for new Oracle and SQL/MX objects' deployment into production.
- Developed high-performance ETL process using shell, perl and PL/SQL, Informatica, GoldenGate.
- Automated collection and aggregation of auditing information for Oracle 10g databases.
- Architected and implemented a system for space management and partition allocation in Oracle 10g, 11g databases.
- Engineered and implemented a system for managing application logs and their archival.
- Gathered data using applications written in Java/C/COBOL/VB or directly from databases ORACLE/NONSTOP/SQL/MX/MP/DB2/SYBASE/MS SQL/Access to integrate all banking systems in one.
- Modeled and implemented all-in-one referral database for customers holding retirement, money market accounts, equity loans, real estate refinance, consumer loans, lines of credit, lending products, deposits, checking and savings accounts, as well as commercial banking.
- Created data migration flow and transformed data to satisfy new database requirements.
- Built reports to show data relationships for compliance and regulatory reporting. Used Business Objects.
- Participated in the strategic and tactical planning and provided practical solutions for operational issues.
- Optimized queries, tuned configuration parameters for Oracle 9i warehouse/real time databases.
- Provided the end tier support of NonStop SQL/MX/MP database.
- Wrote incremental deployment procedures for new Oracle 9i, 10g and SQL/MX objects deployment into production.
- Developed backup procedures for Oracle/ NonStop/SQL/MX.
- Standardized data quality rules and processes.
- Established reusable data quality logic to increase productivity, and adapt to changing business requirements speedily.
- Implemented a reliable persistent repository of counterparty reference database.
- Developed a process for maintaining data integrity and address data cleansing across retail database.
- Initiated a number of data audit and quality improvement initiatives.
- Developed strategies for problem mitigation and escalation.
- Worked with the stakeholders to analyze data quality issues and identify root causes.
- Supported technology / business for BASEL II on integration and quality projects.  
Systems: TRADE FINANCE, MUREX, OPTEX, LARGE CORPORATE, MID CORPORATE, MORTGAGE, VISA, WEALTH MANAGEMENT, RETAIL.

03/2002-02/2004

### Senior Database Analyst.

Capital Technologies, Vancouver, BC

Technology provider offering enterprise solutions to the global financial services industry.

- Managed Oracle related functionality. Automated scripts, wrote reports, developed scripts in Korn, PL/SQL, VB, and Access.
- Wrote PL/SQL procedures and triggers to ensure proper back-end functionality.
- Developed and implemented strategies and procedures for archiving large amounts of data.
- Estimated and analyzed proposed necessary changes on a cost/benefit basis.
- Mapped and converted old legacy systems. Documented requirements (Use Cases, Class diagrams).
- Customized (coded) CRM application for contemporary business requirements.
- Integration of newly acquired provider's billing system into legacy system. Oracle. ER/Studio. VMware.
- Installed software and provided ongoing support. for CRM on Oracle, SQL, Linux.
- Developed and analyzed the system requirements, and translated them into system programming specifications. UML, Visio.

05/2000 – 2/2002

### Computer Consultant / DBA

eLOYALTY, Chicago, IL, USA

Leading Fortune 1000 provider of (customer relationship management) solutions.

Common to all projects:

- Performed business and structural data analysis.
- Ran end-to-end quality assurance efforts including peer reviews, code walkthroughs and gap analysis.
- Built and maintained Oracle database instances, managed all types of objects including triggers and stored procedures.
- Engineered and maintained database schemas for client applications.
- Analyzed requirements, and provided technical alternatives and recommendations.
- Reengineered use cases as necessary and performed impact analysis.

At ORACLE | PeopleSoft (San Francisco, CA)

The world's largest enterprise software company. 40000 + employees

- Oracle Administration and tuning recommendations and resource planning for Vantive applications.
- Wrote business extensions PL/SQL, Java.
- Led Application Information Support Team: organized meetings, scheduled upgrades, and set up regular maintenance sessions for web based application architecture (CRM).
- Technical coordination for external and internal users.
- Reproduced defects, developed upgrades, and supported a base of 12000 installations. SQL, Solaris.

At T-Mobile | VoiceStream (Seattle, WA)

Subsidiary of Deutsche Telekom AG, operates voice and data network, reaching more than 260 million people

- Informatica PowerMart 5, ERWin for modeling schemas, cron jobs and PL/SQL.
- Designed and developed data warehouse and automated enterprise reporting workflow. Reverse-engineering.
- Managed quality assurance efforts and developed user acceptance tests, training, and installation procedures. (Black and white box testing, regression testing).
- Unix automation, ex. data synchronization, Linux administration.
- Analyzed, implemented, designed, and documented customer application software.
- Defined project specifications using flowcharts and diagrams in Visio.

## Key Technical Skills

### Software Applications and Platforms

- Oracle (Certified Oracle DBA)
- SQL/MX, SQL/MP (NonStop/TANDEM)
- Informatica
- Golden Gate, Vertica
- Trillium, TOAD, ER/Studio
- Microsoft SQL
- IBM DB2, Access, Sybase, MySQL.
- HP Tandem/NonStop, HP/UX, Oracle Solaris 5 - 10, Linux
- Virtualization with VMware
- Genesys, PeopleSoft, Vantive 8
- Crystal Reports, MSOffice, Visio.

### Languages

- PL/SQL (passed PL/SQL test for Oracle Certification).
- Java and J2EE.
- Korn shell, Bash, Perl.
- Visual Basic, Shell scripting, XML.

## Education

University of Alberta: Bachelor of Science

### ORACLE

Oracle University: Performance Turning	2010
Oracle University: Data Warehouse Workshop	2008
Oracle University: Certified as <u>Oracle Database Administrator</u>	2002

### NonStop/Tandem/SQL/MX

HP training: NonStop/Tandem SQL/MX query analysis and tuning	2009
HP training: Performance Analysis and tuning for NonStop/Tandem servers	2008
HP training: NonStop/Tandem SQL/MX Database Management	2006

### Data integration

Trillium: Enterprise Data Quality, Data Governance.	2006
SAS Academy: Business intelligence	2004

### Miscellaneous

Thomson NETg: Strategic Leadership	2006
CIBC University: BASEL II Compliance Requirements	2005
PeopleSoft: Vantive 8.02 CRM (PeopleSoft course for developers)	2000
Genesys: (CRM) architecture and installation.	2000

***Windows Server Administrator: Apollo placed this candidate at SunTrust Bank for a Server Admin/Engineer position.***

**Apollo**

**SERGE METAYER**

**Education and Certification**

Virginia Union University  
B.S., Mathematics, 2000  
Minor in Physics  
Minor in Computer Science

Westwood College  
Associate Degree in Computer Network Engineering, 2007

**Certifications**

MCTS Microsoft Exchange 2007

**Unique training**

Cisco ICND1, Windows Server 2003 administration, Cisco Intelligent Contact Mgr, Aspect Automated Call Distributer, Verint Contact Recording, Verizon Network Monitoring & Reporting, ITIL foundation

**Professional Summary**

10 years in a High Availability On call Research and Development NOC environment.  
8 years in a Web based single sign on support environment.  
7 years of virtual circuit provisioning and network support experience.  
4 years working in an ITIL business culture.  
3 years implementing ISV customer requirements.  
3 years ISV software implementation, desktop OS builds and imaging.  
3 years of Windows/ Linux Systems provisioning and support.

**Technical skills**

7+ years: Desktop Support in a Windows XP/Vista/7 environment.  
7 years: WAN AAA & PPP debugging, PAP & CHAP debugging.  
7 years: at&t network field support.  
7 years: WAN provisioning /maintenance/support.  
4 years: Windows server 2003/2008/Active Directory admin and Group Policy configuration and publishing.  
3 years: VMWare Virtual Infrastructure 3/Vcenter 4 and ESX server 2.5 administration.  
3 years: EMC and Dell Storage, administration, imaging and replication.  
2 year: MS SQL 2003/2005 Installation/backup/restore.  
2 years: MS Exchange 2003/2007 support.

**Professional Experience**

**Suntrust**, Atlanta GA (February 2012 to February 2013)  
Integration Engineer, contractor(Server Refresh Project)

- Initiated various service order requests to provision physical and virtual servers for end of lifecycle servers in a financial enterprise environment
- Replaced a failed cluster SQL 2003 server for an enterprise Altiris environment on HP Proliant BL460 series servers
- Provided several virtual client, web and app servers for proprietary financial application environment migration via Vcenter 4.0
- Provided HP Proliant 460 series servers for clustered SQL 2008 environment for proprietary financial environment migration.
- Provided HP Proliant 460 series servers and virtual clients for server 2008 migration of Avaya VOIP development environment.
- Performed decommission tasks on end of lifecycle physical and virtual servers in a financial enterprise environment.
- Provided System administrative support during server migration process and validation.
- Performed all server hostname and IP provisioning and decommissioning via Suntrust's Diamond IP Control & IP Control portals.

**Department of Treasury, Doraville GA (July 2011 to Present)**

**Managed Services Analyst**

- Edit user & team peripherals in Cisco Configuration Mgr
- Coordinate with vendors for system maintenance on enterprise platforms
- Provide daily status reports and ticket updates on Enterprise VOIP network.
- Provide 2nd level Windows 2003 Server software, hardware and application support via ticketing system KISAM
- Support the EN telephone database with retrieval and troubleshooting Verizon IP toll free scheduled and ad-hoc data reports
- Work closely with Call Routing Team to research and resolve real-time problems in the call center enterprise.
- Provide support for threats to government entity via call tracing and router call key inquiries.
- Perform Windows Server 2003 WSUS patching
- Actively monitor for Node outages via Case Sentry

**IBM/Mobility Enterprise Services, Alpharetta GA (August 2010 to November 2011)**

**General Systems Management Specialist(Transformation Team)**

- Desktop and Mobile device support for BES 5.0 server users and in a MS Exchange 2007/MS Server 2008 AD environment
- Provided planning data for Active Directory and Device migration
- Maintained and tracked all support issues and change controls through Maximo
- Maintained records of pre and post production servers
- IIS confirmation and validation on Windows Server 2008
- Infrastructure validation via Citrix XenApp desktop and Windows RDP

**Northstar Access/True North Technology, Duluth, GA (August 2007 to March 2010)**

**Provisioning Engineer**

- Implemented desktop and LAN deployments for ISV clients

- Implemented initial Cisco Pix firewall installs or WAP's to ISV client's specifications via SDM.
- Provided Tier 2 Software/Desktop Support Services as team leader and also provided hands on support on hardware and 3<sup>rd</sup> party software including MS Office, Outlook, Windows desktop, BlackBerry's/BlackBerry Express Server and network connectivity.
- Solaris Web server and print server administration
- Performed user account creation, desktop OS builds, print management, session and load balance management within a Unix/Solaris web server environment via GUI, CLI and proprietary web portal tools
- Performed load balancing of Application servers in a Linux/Windows environment.
- Served as go-to person for research and troubleshooting for the company and support team.
- Maintained stand-alone MS Exchange 2003 environment and Blackberry Express integration for small law firm.
- Performed SQL Server installs and maintenance (version 2003 2005).
- Performed LUN carving and allocation of Dell and EMC storage via iSCSI over Ethernet.
- Performed LUN cloning for backup and drive imaging purposes.
- Performed Guest OS builds and P2V conversions for 3<sup>rd</sup> party clients.
- Created Guest OS templates for client publishing.
- Determined client Guest OS resources via VMWare compatible capacity planner.
- Managed ESX 2.5 server cluster via Virtual Infrastructure 3 for more than published 300 users.
- Supervised and implemented data center operations for 250 Server Farm across multiple data center locations servicing nationwide and international customer base.
- Integrated site-based and .Net hosted customer services for multiple direct and white labeled vendor services.
- Performed site and data migration services to and from NAS Storage for hosting customers.
- Performed customer site IT support and configuration of local area networks and desktops for ISV clients.
- Managed customer-facing deployment projects from start-to-finish for 600+ healthcare providers and small business owners.
- Gathered detailed ISV system requirements for customized software integration and customer site configurations.
- Reviewed and planned installations around aggressive schedules.
- Developed constructive solutions to resolve local and remote network issues and integration points with site and hosting software solutions.
- Configured, tested and deployed software for Cloud computing environment as a service network system.
- Created documentation for end users to support training and customers' use of customized integrated technology.
- Identified & recommended less cost effective technologies capable of coordinating with client, domain and email host.
- Created environment and migrated customer's records, email and data from servers into server farm.
- Migrated multi-site data facilities to centralized hosting center and restructured local networks to optimize local and remote IT services.
- Led testing on new support tools and features and evaluated documentation and instruction manuals.

**AT&T (formerly BellSouth Business Systems) (September 2000 to June 2007)**

**Broadband Reliability Technician (Tier II and Tier III Technical Support)**

- Provisioned broadband virtual circuits per service order requests.
- Tested virtual circuits upon support requests and outages.
- Tested network connectivity to Juniper and edge routers and escalated accordingly.
- Troubleshoot presidential escalation issues
- Researched /Resolved unprocessed orders to install service and equipment
- Procured manual service orders; reviewed location records, blueprints and electronic records; cross referenced with available wiring facilities in geographic area;
- Allocated wiring assignments; notified equipment maintenance department; relayed data to on-site technician; monitored installation remotely; provisioned all virtual connections
- Mapped and documented virtual connections created from end-to-end to be automated at later date
- Requested by Tier III escalation managers to assist
- Conducted detailed testing of infrastructure; supported virtual circuits leading back to vendors
- Provided vendors with data identifying "root cause" analysis
- Conducted informal training of newly hired multimedia technicians at broadband customer care center of BellSouth
- Scheduled vendor meets for field technicians
- Performed PPP & AAA debugging with putty and wire shark

**State of Virginia, Department of Environmental Quality, Richmond, VA**

(June 1996 to September 2000)

Supervisor

- Trained and led a team to inspect underground storage tank facilities for compliance with U.S. Environmental Protection Agency (EPA) and Virginia's Department of Environmental Quality rules and regulations.
- Educated team on testing leak detection meters, running diagnostics, manhole security, reviewing documentation on anti-corrosion technology, verifying splash deterrents, creating reports and recommending corrective actions.
- Monitored performance, locations and input of daily reports; generated quarterly reports for submittal to EPA.
- Enhanced department quality to a level where there were zero incidents in more than five years.

**GNC, Richmond, VA (1994 to 2000)**

Sales Associate (part-time while attending college)

- Sports and fitness supplement sales and consulting.

**Sears, Richmond, VA (1994 to 2000)**

Sales Associate (part-time while attending college)

- Men's apparel and jewelry sales.

**U.S. Army (1991 to 1993)**

Supply Specialist

- Maintained aviation maintenance parts for Black Hawk helicopters.
- Promoted four times within the two years of active service.
- Awarded overseas, campaign, and marksman ribbons during time served.
- Honorably discharged.

#### **Technical Summary**

**Operating Systems:** Windows XP & Windows 7/Vista/Server 2003 & 2008, Exchange Server 2007, Solaris Session Server

**Servers:** Dell Blade Chassis M600 Series Servers, Dell 1950/2450/2950/2900 Series Servers, HP Proliant 460 Series

**Networking:** TCP/IP, DHCP, VPN, SSH, Cisco Wireless Access Points, Cisco Pix 515 firewall security via SDM

**Applications:** Maximo Incident and Change Management, Alcatel NMS, Citrix Web access, Remedy, Suntrust's IT Service Portal, Diamond IP Control

**Tools:** HP iLo, Dell EqualLogic Storage, EMC Clarion CX-40, EMC SAN, EMC Navisphere, VMWare (VMotion, P2VConversion Tools, VCenter VI3 & 4), Exchange Mgmt. Console, Blackberry Admin Services, mmc , Windows Terminal Services, putty, wire shark



Microsoft Exchange Server 2007, Configuration



***Communications Network Specialist: Apollo placed this candidate at LAUSD in July 2013 for a Network Engineer position.***



## **SARKIS DOVLATYAN**

### **SUMMARY**

An IT professional with over 8 years of experience in administration, client support, escalation support, engineering, management, installation, integration, and troubleshooting of various technologies in medium to enterprise level corporate environments. Strong ability to implement, configure, and manage technology to meet business objectives in time sensitive situations.

### **TECHNICAL CERTIFICATIONS & SKILLS**

• Cisco Certified Intranetworking Expert	CCIE - Written
• Cisco Certified Design Associate/Professional	CCDA/CCDP
• Cisco Certified Network Professional – Routing & Switching	CCNP
• Cisco Certified Network Professional - TSHOOT	CCNP-TSHOOT
• Cisco Certified Network Associate	CCNA
• Cisco Certified Network Associate – Voice	CCNA – Voice
• Cisco Certified Network Associate – Wireless	CCNA – Wireless
• Cisco Certified Network Associate – Security	CCNA – Security
• Certified WAN Associate	CWA
• Certified WAN Engineer	CWE
• Certified WAN Professional	CWP

### **SUMMARY OF PROFESSIONAL EXPERIENCE**

County of Orange County May 2013	Network/Systems Engineer	Feb. 2013 –
Mirman School for Gifted Children 2007 – 2013	Network Systems Administrator	
California Design College 2006 – 2007	Network Systems Analyst	
LAUSD 2004 – 2006	Network Administrator/Database Management	

### **EDUCATION**

Bachelor of Science in Information Technology and Software Engineering Phoenix	University of
Certified LAN/WAN Engineering Program Professional	LAN/WAN

### **HANDS-ON NETWORK ENGINEER TRAINING**

Connectivity & Hardware:	Cisco 3900, Cisco 2900 Cisco 1900, Cisco 800, Cisco Catalyst Series Switches, ASA 5500 Series Adaptive Security Appliance, Blade Servers, Fast Ethernet, WAN, LAN, TCP/IP.
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Layer2/3 Protocols:	RIP, RIPv2, OSPF, EIGRP, BGP, VTP, SNMP, SNMPv3, ARP, TCP, UDP, Static Routing, Stub Routing, VLAN Trunking, Multi-Area OSPF, Non-Broadcast Multi-Access (NBMA)
Switching Technologies:	VLAN, VTP, HSRP, STP, SVI, Etherchannel, DHCP, BPDU, Portfast, GLBP, VRRP,
Network Technologies:	CDP, Frame-relay, PPP, Access Control List (ACL), Network Address Translation (NAT), Port Address Translation (PAT), Redistribution, Routing Table, Dynamic Routing Protocols.
Network Device Technologies:	AAA, IPS/IDS, TACACS+, RADIUS, SSH, VACL, PVLAN, Firewall, VPN, Tunneling, Cisco ACS, Pix, Cisco ASA 5500 Series Adaptive Security Appliance, VoIP, IP Phones, Catalyst, Cisco Unified Communications Manager CUCM, QoS, PoE, CME, CUE, Port Security, 802.11 a/b/g/n, WLAN, WAP, AP, SSID, LWAPP, CSMA/CA.
Monitoring Tools:	Finisar, Wireshark, Remedy, Openview, Cacti, Nagios, Solarwinds, Cisco Works
Advanced Technologies: Policing.	MPLS, Multicast, IOS Security, OSPFv3, IPv6, Route Maps, Traffic Shaping &

## PROFESSIONAL EXPERIENCE DETAIL

County of Orange County	Network/Systems Engineer	Feb. 2013 – May 2013
	<ul style="list-style-type: none"> <li>Leading Engineer of a project for implementing County VPNs to other counties that want to participate in SECURE Electronic Document Recording Services.</li> <li>Implement SQL Database Servers MS Server 2003 and MS Server 2008</li> <li>Implement Maintenance Plans for all SQL databases</li> <li>Implement Scripts to auto backup all database BAK files to a backup server</li> <li>Implement Openfiler for VM environment as well as SMB backups</li> <li>Maintain &amp; Troubleshoot F5 LTM 3900 Load Balancer</li> <li>Implement Redundant Pair of F5 LTM 3900 for Failover w/ HA</li> <li>Maintain SECURE Network with HP ProCurve 2900 Switches at Orange County Datacenter</li> <li>Update and Provide Network Diagrams of all new and existing Networks</li> <li>Coordinate Conference with other counties to implement VPN connectivity and other SECURE project related items</li> <li>Coordinate with Datacenter to strike up VPNs and perform End-to-End testing</li> <li>Maintain detailed logs of all implementation with Rollout/Rollback plans</li> <li>Maintain Monthly patching of SECURE servers according to Department Of Justice guidelines</li> <li>Apply all new patching and implementation to QA Servers first and then to Production Servers</li> <li>Provide Request for Change forms for any changes in the SECURE environment</li> </ul>	

The Mirman School	Network Systems Administrator	2007 – 2013
	<ul style="list-style-type: none"> <li>Primarily responsible for overseeing the entire IT department for The Mirman School campus.</li> <li>Responsibilities included but were not limited to leading implementation of new technology, software upgrades, maintaining a balance of providing the school with the latest technology while working with an extremely constrained budget, enforcing user policies for campus network and computers, communicating, negotiating, and maintaining relations with vendors for technology equipment and services, maintaining, managing, installing, and configuring campus infrastructure including network switches, routers, security system (SonicWall Firewall system), WiFi Network setup, management and optimization of OSXserves with mobile home accounts, performing daily offsite and onsite backups of campus servers and business office database, installation, management, and maintenance ticketing systems for technology help request/equipment by staff and faculty, preparing images for computer labs, teachers and staff, as well as testing images for efficiency and maintaining inventory of all IT equipment.</li> </ul>	

- Secondary responsibilities included but were not limited to conducting research and updates for future IT needs and requirements, and implementing future plans for technology with Education Technology Committee, including teachers and staff in decision process, and maintaining an inventory of all IT equipment.
- Technologies handled included HP Switches, Soniwall, DHCP Server, Web Server, DNS Sever, OSX Servers, Windows server 2003/2008. Active Directory. Exchange Server 2007, Blackbaud Database for student information, MYSQL Server.
- Network Monitoring tools – Nagios, WireShark, Apple Remote Desktop
- Special project - Solely responsible for carrying out installation of campus wide network upgrade to HP ProCurve 2900G, HP Pro Curve 5400zl switches, with 10GB Fiber optic backbone.
- Implement and maintain wireless LAN with 32 access points on campus with Guest access for parents and other campus visitors.
- Implement and maintain separate VLANS for academics and administration networks. Port assignments for each VLAN, Spanning Tree Port-Fast implementation for loop free redundant connectivity setup.

**The Art Institute of California - Hollywood      Network Systems Analyst  
2006 – 2007**

- Member of a team that was responsible for the support of all the end user networked devices including hardware and software.
- Responsibilities included but were not limited to installing, configuring, and supporting applications on the network, installing, configuring, and supporting network devices and servers, configuring switches for networking labs, creating images, deploying software/images and organizing computers on the network through Altiris, setting up computer labs, and hardware and software support for PCs and MACs.
- Secondary responsibilities included but were not limited to troubleshooting printing issues, maintaining and ordering printing supplies, making CAT5 cable for installation of devices on the network.
- Technologies and software handled include but was not limited to CCA (Cisco Clean Access) Servers, Adobe CS, QuarkXpress, AutoCAD2006, Macromedia Studio 8, PAD 4.0, Lectra 3DVM, Lectra Diamino, Lectra U4ia, Lectra Modaris, CampusVue, Citrix Metaframe, Pro Tools, 3D Studio MAX 8, Microsoft Office, Visio, Outlook, Active Directory, WSUS, DNS, Altiris, OSX.
- Maintain and troubleshoot Cisco Clean Access Server to authenticate network computers with latest antivirus and software updates before allowing access to the trusted network.
- Maintain and troubleshoot Symantec Antivirus Corporate solution to provide antivirus protection for all computers on the network.
- Troubleshoot connectivity and VLAN assignment for Cisco 3500 Catalyst switches campus wide.

**LAUSD      Network Administrator/Database Management  
2004 – 2006**

- Student Information System (SIS) coordinator that was responsible for creating and maintaining all student records in database.
- Responsibilities included but were not limited to troubleshooting and correcting network problems, fixing computer related hardware/software issues, creating images for restoration/backup of computer files, installing and configuring computers for staff, faculty, and students, troubleshooting end-user network devices and peripherals, maintaining inventory of supplies, wired and configured switches for computer labs. Maintain/Troubleshoot campus wide Cisco switches for connectivity, network typology, network loops, port assignments.
- Setup and maintain computer labs campus wide, estimate of up to 1000 computers all over campus, which includes the administrators.
- Manage all pc computers with Altiris Solutions and MAC with Remote Desktop
- Deploy images over the network for both platforms.

***Voice Communication Specialist: Apollo helped place candidate with Cisco in September 2013.***

**JOHN STANFORD** 

**SUMMARY**

A seasoned Project / Design Engineer with 15+ years experience where skills in network design and infrastructure, emphasizing planning, design, integration, optimization, operations, security, and ongoing support at the infrastructure level. Supporting the increasingly complex networks of global organizations by effectively implementing technical strategies such as Wireless, Telephony, Security, and Data Center Operations.

**TECHNICAL CERTIFICATIONS & SKILLS**

• Cisco Certified Internetwork Expert – Written	<b>CCIE – Written</b>
• Cisco Certified Design Professional	<b>CCDP</b>
• Cisco Certified Network Professional	<b>CCNP</b>
• Cisco Certified Design Associate	<b>CCDA</b>
• Certified WAN Engineer	<b>CWE</b>
• Certified WAN Professional	<b>CWP</b>
• Microsoft Certified Professional	<b>MCP</b>
• Cisco Certified Network Associate – Voice	<b>CCNA – Voice</b>
• Cisco Certified Network Associate – Wireless	<b>CCNA – Wireless</b>
• Cisco Certified Network Associate – Security	<b>CCNA – Security</b>
• Certified WAN Associate	<b>CWA</b>
• Cisco Certified Network Associate	<b>CCNA</b>
• APC Certified InfrastruXure Specialist	<b>CIS</b>
• 3Com Certified Solutions Expert	<b>3CSE</b>
• Top Secret Security Clearance (Inactive)	<b>TS-BII</b>

**TECHNICAL SKILLS DETAIL**

Connectivity & Hardware:	Cisco 7600, Cisco 3900, Cisco 2900 Cisco 1900, Cisco 800, Cisco Catalyst Series Switches, Exchange Server Blade Servers, DNS Servers, DHCP Servers, Web Servers Ethernet, Fast Ethernet, WAN, LAN, TCP/IP, RAID systems, Cisco ASA 5500.
Network Technologies:	CDP, Frame-relay, PPP, Access Control List (ACL), Network Address Translation (NAT), Port Address Translation (PAT), OSPF Virtual links, RIPng, RIP, RIPv2, OSPF, EIGRP, BGP, VTP, SNMP, SNMPv3, SMTP, ARP, TCP, UDP, Static Routing, Stub Routing, VLAN Trunking, Multi-Area OSPF, NBMA, SONET, VLAN, VTP, HSRP, STP, SVI, CEF, Etherchannel, BPDU, Portfast, GLBP, VRRP.
Peripheral Technologies:	802.11 a/b/g/n, WLAN, WAP, AP, SSID, LWAPP, CSMA/CA, AAA, IPS/IDS, TACACS+, RADIUS, SSH, VACL, PVLAN, Firewall, VPN, Tunneling, Cisco ACS, Pix, IPSEC, DMZ, VoIP, IP Phone, Catalyst, CUCM, QoS, PoE, CME, CUE, Port Security, MAC Address Filtering, SIP, MGCP, RTP, SCCP, SRTP, UCCM, UCCX.
Monitoring Tools:	Finisar, Wireshark, Remedy, Openview, Nagios, VMware, Solarwinds, F5, Cisco Works.

Applications: Windows 2000/XP/7/8, Server 2000/2003/2008/2012 Active Directory, Exchange, SQL, Terminal Services, Sharepoint.

## PROFESSIONAL EXPERIENCE BRIEF

LAN/WAN Professional	Senior Network Engineer	2012-Present
The Home Depot Corporation	On-Site Consultant (TR)	2008-2013
Pure NRG Racing Inc.	General Manager	2006-2008
Caldyne Systems, Inc.	Senior Field Engineer	2001-2006
Allante Consulting, Inc.	Systems Consultant	1994-2001
United States Army and Army Reserve	Senior Non-Commissioned Officer	1976-1999

## PROFESSIONAL EXPERIENCE DETAIL

LAN/WAN Professional	Senior Network Engineer	2012-Present
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**Company Overview** – LAN/WAN Professional is a nationwide membership/partnership organization of professionals and companies in information technology. Technologies used include routers, switches, firewalls, DNS, DHCP, Cisco Security and Wireless devices, Cisco VoIP products, network monitoring, and troubleshooting tools:

- Configured and administrated various Cisco routers and switches.
- Performed troubleshooting, including complete device erase and configuration rebuild.
- Configured Switches with VLAN's, STP, VTP and Port Security.
- Configured RIP, EIGRP, OSPF routing protocols in complex network environments with summarized networks, passive interfaces, load balancing / load sharing, and authentication.
- Implemented IPv6 with RIPng, EIGRPv6 and OSPFv3 routing between networks.
- Setup, configuration, and administration of Cisco Security and Wireless devices, Cisco VoIP products, network monitoring, and troubleshooting tools.
- Setup site-to-site VPN's and Zone based Firewalls.
- Comprehensive configuration and administration of Cisco Unity Configuration Manager Express to set up and manage VOIP installations with phone and Voice Mail services.
- Configured and administrated complex networks using BGP, MPLS (with LDP) protocols, and implementing QoS mechanisms.

The Home Depot Corporation	On-Site Consultant (TRT)	2008-2013
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**Company Overview** – The largest home improvement retailer in the world with over 3600 locations worldwide. Below are responsibilities personally handled:

- General responsibilities included, but are not limited to, the maintenance and repair of several devices, vendor relations, escalation support, add moves/changes, to name a few.
- Additional responsibilities include, change management, documentation, and the training of end users.

Pure NRG Racing, Inc.	General Manager	2006-2008
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**Company Overview** – Pure NRG Racing, Inc. is a regional company located in the greater Southern California area. They provide services to clients ranging from installation, configuration, and maintenance of various devices and technologies. Below are responsibilities personally handled:

- Responsibilities included and but were not limited to, the administration/maintenance of store, escalation support, vendor relations, asset inventory, project management, as well as installation and configuration of several devices.

Caldyne Systems, Inc.	Senior Field Engineer	2001-2006
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**Company Overview** – Caldyne Systems, Inc offers five distinct services such as: software solutions, back office services, IT consulting, web data management, and call center services. Below are responsibilities personally handled:

- General responsibilities included, but were not limited to, designing/setting up connections for clients, maintained systems remotely/physically for clients, change management, vendor relations, and all aspects of information technology deployed within the organization itself.
- Additional responsibilities included creating data servers, set up audio/visual feeds in temples in Southern California, building a hospital data room, and continued administration of systems after set up.

**Allante Consulting, Inc.**

**Systems Consultant**

**1994-2001**

**Company Overview** – Allante Consulting, Inc. is a regional consulting services company that consulted clients on all aspects of computers and networks. Below is a list of responsibilities personally handled:

- General responsibilities included, but were not limited to, designing, configuring, installing, and testing new computer and network systems, documentation, vendor relations, and more.
- Additional responsibilities included, but were not limited to, developing relationships with clients and ISPs, handling all business queries, install/configure all peripheral devices connected to the network, physical cabling.

**United States Army and Army Reserve**

**Senior Non-Commissioned Officer**

**1976-1999**

***Wireless Communications Specialist (RF&WiFi): Apollo placed candidate at LAUSD in July 2013***

**Apollo**

**Hector G. Talamantes**

**OBJECTIVE**

To continue to provide services installing, managing, supervising, coordinating, engineer & design, complex telecommunications, low voltage electrical systems, and Wired/Wireless networks for all industries and environments. Well experienced in the deployment of services.

**EDUCATION**

**Computer Network Administration** August 2009 – December 2009  
**New Horizons Computer Learning Center, Anaheim, CA**

CompTIA Network+(Certified 2010), CISCO Network Administration

Studies focused in network administration, development, IT project management. The CISCO Systems course focused on networking fundamentals, configurations, command line, design, technical planning, and network interconnectivity.

**Information Technology** November 2005 – March 2005

**Institute of Network Technology, Signal Hill, CA**  
Studies focused in 3 courses: Computer Repair based on CompTIA A+ curriculum, Windows XP Professional administration/configuration/troubleshooting, Windows Server 2003 administration.

**BISCI Premise Telecommunications** August 1998 – September 1998  
**Advantage Communications Schools, Long Beach, CA**

Studies focused on literature and hands on training of telecom service entrance, equipment & telecom closets, telecom administration, building backbone systems, construction specifications, horizontal cabling, and principles of transmission, fiber optic technology, and media compatibility.

**Business Management**  
**Long Beach City College, Long Beach, CA**  
1996 – 2000

Studies consisted of various classes in business management, supervising, accounting, and communications.

**EXPERIENCE**

**Wireless Network Engineer/Surveyor**

**Skills**

MS Office Suite  
Excel  
Word  
Outlook  
Visio  
Project

Fluke AirMagnet  
RF Spectrum  
Analyzer  
RF Surveyor

Solarwinds  
Engineer tools

**Certifications**

**Ca State License Board**  
C-7 Low Voltage  
Systems  
CA #845240

**OSHA 30**  
Health and Safety

**CompTIA**  
Network+  
COMP00102007221  
5

**BISCI**  
Premise  
Telecommunications  
Installer

**Avaya**  
Systemax

**Synaptex Corporation, Reston, VA** Feb. 2013 – May 2013

Design WiFi networks for the U.S. Department of Veterans Affairs Hospitals across the U.S.. Travel to various locations in teams and begin wireless site survey and design with the use of Cisco Aironet Access Points, issued laptops with Fluke AirMagnet Surveyor software, Adobe software, Microsoft Office apps, and other equipment for project design. Develop heat maps of wireless design and input floor plan design data. Then synchronize progress on a daily basis to servers for back up. Generate heat maps and verify coverage in 2.4ghz and 5ghz, 802.11a/b/g/n standards. Take inventory of Telco locations and verify if network and cabling equipment can facilitate new WiFi design and walk every AP location with installation contractor for installation requirements. Submit documentation to management and verify all heat maps and data for client submittal. Background and security clearance was completed prior to employment on Federal grounds. Project was placed on hold by the U.S. Government due to budget cuts.

### **Wireless Network Engineer**

**Computer Resource Solutions, Itasca, IL** Aug. 2011 – Oct 2011

Design WiFi networks for the U.S. Department of Veterans Affairs Hospitals across the U.S.. Travel to various locations in teams and begin wireless site survey and design with the use of Cisco Aironet Access Points, issued laptops with Fluke AirMagnet Surveyor software, Adobe software, Microsoft Office apps, and other equipment for project design. Develop heat maps of wireless design and input floor plan design data. Then synchronize progress on a daily basis to servers for back up. Generate heat maps and verify coverage in 2.4ghz and 5ghz, 802.11a/b/g/n standards. Background and security clearance was completed prior to employment on Federal grounds.

### **Field Site Supervisor, Low Voltage Systems**

**Datastar USA, Torrance, CA** July 2010 – April 2011

Manage and supervise up to 15 technicians and electricians on various assignments associated with voice/data/CCTV/security/AV/paging/electrical/telecommunications systems and LAN/WLAN equipment installation. Project was estimated at \$450,000 and was completed below budget. Coordinate with General Contractor, other construction trades, and network engineers and designers to accomplish tasks safely and on schedule and update blue prints. Attend daily and weekly job meetings on progress and field changes. Conduct safety meetings and assess individual qualifications. Operate heavy equipment such as scissor lifts and boom lifts ranging from 20ft – 125ft. Inspect installation and quality of work, QA & QC. Project was Kroger Distribution Center in Compton, California. Also was a field lead for a large 7eleven digital signage project to install digital media equipment. Corresponded to Network Operation Center technicians to complete individual projects and verify communications, verify equipment asset tags and serial #'s, IP addresses, and digital media.

### **Lead Integration Services Technician, Network Engineer**

**Vector Resources Inc., Torrance, CA** March 2002 – May 2008

Lead teams of up to 20 technicians and engineers for the installation and

SCS Installation

**King Equipment**  
Aerial Work  
Platforms/Lifts  
Certified Operator

### **Awards**

Certificate of  
Recognition and  
Achievement by  
Vector Resources,  
Inc. for outstanding  
services on multiple  
projects.



integration of wired and wireless network systems for the Los Angeles Unified School District campuses from K-12, with various projects estimating to over \$500,000. Coordinated between trades during construction, installation, and modifications. Implement processes and instruct procedures for network cutovers, rack and stack of network equipment, back-up power (UPS), patching and cross-connecting between MDF/IDF's/LDF's/WDF's. Maintain connectivity of existing network during migration to new infrastructure. Conduct audits, asset management, inventory of all material and equipment installed, provide daily progress reports, update blue prints and Visio equipment lay out forms, presented all results to senior management. Supervise daily activities of network integration to ensure minimal downtime. On Call Technical Support during integration and repair any problem pertaining to the whole job from cabling, electrical, PC workstations, and promote professional client communication. Survey and engineer environment for Wireless LAN requirements for 802.11a/b/g/n standards, install devices and components, configure, test power and signals, and update heat maps. Finalize project and walk sites with LAUSD inspectors and provide all configurations and test results for wired and wireless networks and verified all equipment is operational to clients in order to have them sign off job completion documentation. Experienced with Cisco, Alcatel, and Omni network devices and system connectivity.

**Lead Technician, Low Voltage Systems**

**Vector Resources Inc, Torrance, CA** Sept. 1998 – Sept. 2000

Lead and managed installation and construction of various OSP and ISP structured low voltage cabling systems for telecommunications/voice/data/electrical/AV/CCTV. Supervised and trained employee's and assessed qualifications on various functions. Built and mentored cohesive, qualified teams committed to meeting schedule and budgetary needs and documentation. Experienced in a wide variety of environments: inside and outside plant, central office, data centers, ISP's, school campus, private, commercial, industrial, and manufacturing, banks, and film and production studios. Updated blue prints and as builds according to infrastructure.

***Desktop Support Technician: Apollo placed candidate at Southern California Edison for Desktop Support Tech position.***



**EDWARD MARTINEZ**

**SUMMARY:**

- 10+ years of experience in the IT industry as a **Desktop Technician, Network Support, LAN Administration, Helpdesk Support, and Field Service Technician.**
- Extensive experience in assisting in various Rollouts, Deployments, Migrations, projects local and nationwide.
- Performed systems repairs, upgrades and configurations on numerous brands and models.
- Supported Windows Server 2003/2008, Exchange Server 2007, Lotus Notes, and multi-subnet Static-DHCP TCP/IP.
- Background in supporting 10,000+ client environments.
- Experienced working in Healthcare environment at Kaiser Permanente as a Contractor.
- Performed PC software/Hardware upgrades, troubleshoot and repair, assist in problem resolution per call tickets generated by Remedy.

**SKILLS:**

Operating Systems: DOS, Windows 3.x / 95, 98, ME, NT 4.0 Workstation, Windows 2000/XP Professional, Vista, Windows 7, NT 4.0 Server, Windows 2000/2003/2008 Server &, Novell 3.12 - 5.x, Macintosh OS 7.x - 8.X., Lotus Notes 6.5

Network Infrastructure: WINS, DNS, DHCP, RAS, Exchange 2000 / 2003/ Altiris

Network Architecture: LAN / WAN technologies, Ethernet, Star, Token Ring, & Apple Talk Topologies, VMware Workstation 8.0

Network Protocols: TCP/IP, IPX/SPX, NetBEUI, VPN, FTP, Telnet, & NWlink

Email: MS Outlook/ Lotus Notes 8.5, MS Outlook 2007/2010

**CERTIFICATIONS:**

- MCITP- (Microsoft Certified I.T. Professional (MCITP) (In Process)
- MCP- (Windows 2000/NT 4.0 Microsoft Certified Professional 5.0)
- A+ - (CompTia Service Technician)
- Dell - (Optiplex Desktop / Latitude Laptop) Certified
- Lenovo- (Desktop/Workstation/Laptop) Certified (2012)
- Hewlett Packard- (Desktop/Workstation/Laptop) Certified (2012)
- Hewlett Packard- (Mono/Color LaserJet Printer) Certified
- Ricoh- (Mono/Color LaserJet Printer) Certified (2012)

**EDUCATION, TRAINING**

- **University of California** - Los Angeles, CA, 8/99-8/99  
Successfully completed the Microsoft Official Curriculum Course  
Certificate of completion in Microsoft Windows NT 4.0 Core Technologies
- **Ascolta Training Company** - Irvine, CA, 11/97-11/97  
Successfully completed the Microsoft Official Curriculum Course  
Certificate of completion in Administration of a Windows NT 4.0 Server & Workstation
- **Nova Quest InfoSystems** - Santa Ana, CA, 12/95-12/95  
Successfully completed the Microsoft Official Curriculum Course  
Certificate of completion in Administration of a Windows NT 3.51 Server & Workstation
- **Santa Ana College** - Santa Ana, CA, 4/91-7/91  
Successfully completed the Novell Netware Curriculum Course  
Certificate of completion in Systems Administration of a Novell Netware 2.15, 3.x,
- **Vitek Systems** - Santa Ana, CA, 7/90-7/90  
Successfully completed the Novell Netware Curriculum Course  
Certificate of completion in Systems Administration of a Novell Netware 3.
- **Associated Technical College** - Los Angeles, CA, 4/88-4/89  
Received Diploma in Microcomputer Technology/Microcomputer Service Technician.

**EXPERIENCE:**

**Employer: Irvine Technology Corp., End Client: Keck USC Medical Center  
October 2012 to February 2013**

**Desktop Support Technician/ Breakfix**

- Provide PC Desktop Hardware/Software Support to Doctors, Nurses, and Administration.
- Network Printer repair and installations.

- Image PC's via Norton Ghost, deploy new and upgraded PC's, move PC's and associated peripherals to new locations, reconfigure for domain connectivity and setup user's MS Outlook E-mail, network/local printing, special Zebra printing.
- Performed software/Hardware installation, upgrades and troubleshooting.
- Assisted in problem resolution per Service call tickets generated by Footprints and Cerner Go Live.

**Environment:** Windows Server 2003/2008, Exchange Server 2007

**Employer: Peak Systems, End Client: Dell/Rabobank, Irvine, CA**  
**April 2012 to June 2012**

**Desktop Migration/Desktop Support Technician (End of assignment)**

- Responsible for (5) Technicians, Imaging Dell Desktop/Laptop PC's via Norton Symantec Ghost from Windows XP Pro. to Windows 7 and M.S. Office 2007 to Office 2010. Joined PC to Windows 2003/2008 Server Domain. Create Client Login profile, Utilize PCBackup / PCRestore Script for Client Data Migration.
- Setup M.S. Outlook 2010 Client E-mail, Network Printing and Drive Mappings. Installed applications as needed, cable Management.
- Performed initial walk through, Client Support, Documented old & new Asset information.

**Environment:** Windows 2003/2008 Server, M.S. Office 2010, Windows 7, Exchange Server 2008

**Employer: Native Staffing, End Client: Watson Towers, Irvine, CA**  
**January 2012 – March 2012**

**Desktop Migration/Desktop Support (End of assignment)**

- Imaging Lenovo Desktop/Laptop PC's via Norton Symantec Ghost from Windows XP Pro. To Windows 7 and M.S. Office 2007 to Office 2010.
- Joined PC to Windows 2003/2008 Server Domain/Exchange Server 2010.
- Utilized Script utility for Client data Backup and Restore, Creating Client Domain login profile, restoring client data, setup PC for Network printing and Network drive mappings.
- Configured PC for Client M.S. Outlook 2010 Email & Lotus Notes 8.5 Data base.
- Performed initial walk through, Client support, cable management and Documented old & new pc information.

**Environment:** Windows 2003/2008 Server, M.S. Office 2010, Windows 7, Exchange Server, Domino Lotus Notes 8.5

**Employer: Kforce, End Client: Sempra Energy-SoCal Gas Co., Los Angeles, CA**  
**November 2010 to November 2011**

**Desktop Support/Field Service Technician (Contract Ended)**

- Provided Tier 1-2 Desktop support/ Field Service Technician,
- Supported Windows Server 2003/2008, Exchange Server 2007, Lotus Notes, multi-subnet Static-DHCP TCP/IP, 10,000+ client environments.
- Brake-Fix, PC refresh, Imaging Dell Desktop & Lenovo Laptop PC's Via
- Norton Ghost, McAfee Endpoint Encryption Application.
- Hp/Dell/Lenovo Desktop/ Laptop PC's, Ricoh/HP Mono-Color LaserJet Printers, Epson Plotters.
- Utilized Active Directory 2008 for User
- Account Password Reset & Account unlocking.
- Installation, Configuration and repairs. Wireless Network Support.
- Application installation, configuration and troubleshooting, Microsoft
- Windows 7/XP Pro, MS Outlook 2010. Remote desktop support via Windows
- Remote assistance. Asset Management, moves, upgrades & reconfiguration.
- Working with vendors for warranty repairs. Performed PC data recovery,
- Virus removal. Utilized SMS utility. Utilizing Sempra Service Desk "SSD",
- Helpdesk Ticket Application meeting all SLA's.

**Environment:** Windows Server 2003/2008, Exchange Server 2007, Lotus Notes 8.0, multi-subnet Static-DHCP TCP/IP, Windows 7/XP Pro, MS Outlook

**Employer: Robert Half, End Client: Toyota Motors, Torrance, CA**  
**July 2010 to October 2010**

**Desktop Deployment Technician/ Desktop Support (Contract Ended)**

- Install Symantec Ghost Windows XP Pro. image on Dell desktop/Toshiba
- laptop PC's, backup user data/profile settings and Lotus Notes 7.x email files, snapshot installed apps/network printers/mapped drives.
- Install/Configure Pc for Wintel server 2003/2008, MS Office 2003, Domino, Lotus Notes servers, Multi-subnet static-DHCP TCP/IP environments. Create user login profile, Install/configure applications including Lotus Notes 8.x, Altiris client, install & configure network HP/Lexmark printers.
- Configure user Lotus Notes email, verify user can access all required network resources.

**Environment:** Server 2003/2008, MS Office 2003, Domino Lotus Notes servers, Symantec Ghost Windows XP Pro, Lotus Notes 7.x

**Employer: Comsys Inc., End client: Sheraton Hotels, Los Angeles, CA  
June 2010 to July 2010**

**Desktop Deployment/Desktop Support (Contract Ended)**

- Image Dell Desktop/Laptop PC's via Norton Ghost to XP Pro./Vista, Configure for Wintel 2003/2008, Exchange Servers, setup users login profile and multiple login profiles.
- Backup user data and restore, Install/configure/troubleshoot windows applications including Microsoft office 2003, Citrix Metaframe, MS Outlook email, and various 3Rd. party Apps.
- Install and configure Hewlett Packard printers for network, setup user's workstations for windows and mainframe printing.
- Installation of Altiris Desktop Client, setup User Blackberry device verified email synchronization.
- Verify user is able to login and access all required applications and network resources.

**Environment:** Windows 2003/2008 Server, Microsoft office 2003, Citrix Metaframe, MS Outlook email

**Employer: Insight Global, End client: St. Jude Medical Center, Irvine, CA  
March 2010 to April 2010**

**Desktop Deployment/Desktop Support (Completed Assignment)**

- Image Dell Desktop PC to Windows XP Pro.
- Configure for 2003/2008/Exchange.
- Server/Altiris Server Environment.
- Installation of Altiris Desktop Client.

**Environment:** Windows XP Pro, Windows 2003/2008/Exchange

**Employer: Placement Strategies, End client: UCI Medical Center, Orange, CA  
December 2008 to April 2009, (Completed Assignment)**

**Desktop Support Technician**

- Provide PC Desktop Hardware/Software Support to Doctors, Nurses, and Administration.
- Staff and practitioners.
- Installation of Altiris Desktop Client.
- Image PC's via Norton Ghost, deploy new and upgraded PC's, move PC's and associated peripherals to new locations, reconfigure for domain connectivity and setup user's MS Outlook E-mail, network/local printing, special Zebra printing.
- Verified all required network resources for user. Setup A/V Web Teleconference. Utilize Altiris Helpdesk service.
- Performed software/Hardware installation, upgrades
- Utilized Active Directive (AD) for new user account creation, Reset user account password & unlock user Domain accounts.
- Assisted in problem resolution per call tickets generated by Altiris.

**Environment:** Windows Server 2003/2008, Exchange Server2007

**Employer: Rydek, End Client: Cedars Sinai Medical Center, Los Angeles, CA  
August 2008 to December 2008**

**Desktop Support Technician**

- Provided PC Desktop Hardware/Software Support to 5000+ Users Doctors, Nurses, Admin Staff and practitioners.
- Utilized Remedy service call ticket software.
- Image PC's via Norton Ghost, deploy new and upgraded PC's, move PC's and associated peripherals to new locations, reconfigure for domain connectivity and setup user's MS Outlook E-mail and required network resources.
- Performed PC software/Hardware upgrades, troubleshoot and repair, assist in problem resolution per call tickets generated by Remedy.

**Environment:** Remedy, PC Desktop Hardware/Software, MS Outlook E-mail

**Employer: IGate/Mastech, End client: Kaiser Permanente, Pasadena CA  
May 2008 to August 2008**

**Desktop Support/PC Refresh Tech (CONTRACTOR)**

- Provide PC hardware/software/USB internal and external devices to approximately 3000+ end users in a Wintel Server 2003, Cisco Wireless, Lotus Notes 6.5, Dell Optiplex
- GX series PC, HP/Compaq DC 7800 series PC and HP/Compaq NC 6400 Series Laptops environment.
- Perform PC Imaging via Norton Ghost, PC replacement using Kaiser Permanente proprietary software and batch scripting. USB external device and adaptor card installation and configuration.
- Utilization of Remedy 6.03 service call tickets software, Dame Ware remote Software and Kaiser's custom "The Pub" S/W for Data and settings recovery and restore, PC imaging and deployments.
- Support all PC USB external devices including Smart Phones Blackberry's & Palm Treo's.

**Environment:** Wintel Server 2003, Cisco Wireless, Lotus Notes 6.5, Dell Optiplex, Smart Phones Blackberry's & Palm Treo's

**\*\*Medical leave from October 2007 to May 2008\*\***

**Employer: Delta Management Systems, End client: County of Los Angeles, Department of Mental Health, Los Angeles, CA**

**May 2007 to October 2007  
Desktop Support**

- Assisted in PC replacement / upgrades per State Of California, Mental Health Service Act (MHSA), and Logged in as user
- Performed user Data recovery and restore Via Altiris PC Transplant, noted drive mappings, printer info, applications installed and external devices. Deployed and replaced older Windows 2000 pc's with new Dell GX280 & GX620 series Windows XP PC's, upgraded older Dell GX 300 pc's memory and Hard drives to larger capacity, upgraded BIOS firmware to newer version.
- Utilized Altiris Software Deployment.
- Configured PC's for Wintel 2000/2003 – MS Exchange email environment, Novell Netware Client verified user can access data and network resources. Setup V/A Web Teleconferencing.
- Utilized Remedy service call ticket, resolved PC hardware/software and USB external devices.

**Environment:** Wintel Server 2000/2003, MS Exchange, Novell Netware, Windows 2000/XP c, Dell PC

**Employer: Tac Worldwide companies, End client: City of Anaheim, Anaheim, CA  
November 2006 to May 2007**

**Desktop / Helpdesk Support**

- Provided End user Desktop/Helpdesk Support for approx. 2000 + clients, throughout the City Of Anaheim, including Police/Fire Dept's, Community Centers, Convention Center and various other depts. in a Wintel 2000/2003 server, Microsoft Exchange Server 2003.
- Worked in DHCP TCH/IP, static IP LAN, WAN & wireless environments.
- Utilizing Remedy 5.0 service call ticket, trouble shooting and resolving hardware and software issues in a timely manner.
- Performed user data recovery and restore.
- Supported MS Windows 2000 Pro/XP Pro. MS Outlook, MS Office 2000/2003 Suite, Norton Symantec Antivirus, and Norton Symantec Ghost and various third party applications.
- Utilized Active Directory for creating and unlocking user accounts resetting Domain Account passwords.
- Interfaced with other I.T. personal as a follow-up and vendors for hardware and software warranty issues.
- Performed installations, troubleshooting, repairs, upgrades, configurations, maintenance, moves and network connectivity issues on Hewlett Packard DC series PC's, including Black Berry wireless and USB devices, Hewlett Packard LaserJet 4000/8000 series network printers, HP Designjet 9000 series plotters, Xerox Phaser printers and Minolta BizHub Multi-feature devices.

**Environment:** MS Windows 2000 Pro/XP Pro. MS Outlook, MS Office 2000/2003 Suite, Norton Symantec Antivirus, Norton Symantec Ghost, DHCP TCH/IP, static IP LAN, WAN, Wintel 2000/2003 server, Microsoft Exchange Server 2003

**Employer: Synova Inc., End client: Kaiser Permanente, Baldwin Park, CA  
September 2006 to November 2006**

**Desktop Support/PC Deployment Tech (CONTRACTOR)**

- Responsible for the Deployment of EPIC/HEALTHCONNECT (Patient Database) In-Patient, Out Patient (Ambulatory) and Cadence in a Windows 2000/2003 Server, Windows 2000/XP Pro., TCP/IP, LAN, WAN, and Ethernet twisted pair environment.
- Configuration of DELL GX Optiplex desktop and DELL D600/610 Latitude Laptop PC's for Backend Mainframe and Frontend Windows printing for HP 4K/8k Series printers.
- Educated user on printing forms and reports.
- Utilization of Remedy 5.5 for Service request (SR) creation and forwarding to various IT departments.

**Environment:** Windows 2000/2003 Server, Windows 2000/XP Pro., TCP/IP, LAN/WAN, DELL GX Optiplex desktop, HP 4K/8k Series printers.

**Employer: Technology Management Corp., End client: County Of Los Angeles, Los Angeles, CA  
May 2006 to July 2006**

**Desktop Support/PC Refresh Tech**

- Involved in various Refresh and rollout projects.
- Responsible for PC refresh deployment of pre-Imaged Dell desktop PC's in a Windows 2K/2003 Server, Windows 2K/XP Pro., TCP/IP, LAN, WAN, Ethernet twisted pair environment.
- Configured systems for network connectivity, network printing, installation of MS Office 2000/2003

- Installed and configured MS OUT-LOOK EXPRESS Email 2K/2003.

**Environment:** Windows 2K/2003 Server, Windows 2K/XP Pro., TCP/IP, LAN, WAN, Ethernet, MS OUT-LOOK EXPRESS Email 2K/2003, MS Office 2000/2003

**Employer: PA Corporation, End client: St. Joseph Heritage HealthCare, Fullerton, CA  
August 2005 to May 2006**

**Desktop / Helpdesk Support**

- Responsible for Desktop / Helpdesk Support for 3000+ end users in a mixed mode NT 4.0/ Windows 2000-2003 Server Wintel domain and Novell Netware 5.1, IPX/SPX, TCP/IP, LAN-WAN, Ethernet twisted pair environment.
- Supported web based Audio/Video (AV) conference.
- Installed critical PC updates, service pack, patches as needed.
- Installed LAN patch cables at patch panel and switch.
- Utilization of Remedy Service call ticket software, Marimba Tuner 6.0 for Application
- Responded to critical PC virus's, malware intrusions, Installed and executed Adware, Spybot and Microtrend antivirus utilities.
- End user Software Support including installation, configuration and instructing client usage of Web based Patient database TOUCH WORKS, Synaps X-Ray application, Windows NT/ 2000 Pro & XP Pro., M.S. Office 2000/ 2003, Novell Group Wise 6.0 email, Afinity Quadra Med.

- Installation, configuration, upgrading including PCI add on adaptor cards, USB devices and troubleshooting Dell PC's Optiplex GX 240-620, SX 260- 280 desktop, Dell Latitude D500 – D600 notebooks, Wyse Thin Client Systems, HP Laser- Jet 4000 & 8000 Series network printers and various stand alone printers, also HP IPAQ & Palm Zire pocket PC's and Treo 650 Smartphone, performed various I.T. projects.

**Environment:** Windows NT 4.0/ Windows 2000-2003, TOUCH WORKS, Synaps X-Ray application, Windows NT/ 2000 Pro & XP Pro., M.S. Office 2000/ 2003, Novell Group Wise 6.0 email, Affinity Quadra Med.

**Employer: Teksystems, End client: The Capital Group Inc, Brea CA  
April 2004 to July 2005**

**Desktop Support**

- Responsible for Desktop Hardware & Software Support, on a mixed mode NT 4.0 / Windows 2000 Server domains and Novell Netware 5.1, LAN\_WAN, Ethernet twisted pair, TCP/IP & IPX/SPX environments for aprox.1500 + end users. Installing Ethernet patch cable at Switch routers.
- Utilization of Altiris Rapideploy Pro 4.5 for Pc Imaging, Altiris Pc Transplant 4.0 for data backup & restore, Barscan 2.30 for asset management, Tivoli 3.7 remote/ Pickapps 1.2 for software installations, Novell Netware Admin.Ver.5.1, NetSupport Manager, and Remedy service call ticket and Active Directory 2.0.
- Supported web based Audio/Video (AV) conference.
- Deployments/ Installation, configuration, setup, and troubleshooting of HP/Compaq D530-D7100 PC's, I.B.M. T-Series & X-Series Laptops, and HP LaserJet 4K & 8K series printers.
- Including Windows NT/ 2000 Pro. and Windows XP Professional Operating systems, Lotus Notes 6.0 & Outlook 2000 email, MS Office 2000 & Office XP, WordPerfect 8.0, Norton Symantec antivirus, Novell Netware client 4.8, Extra Personal Client, Cisco VPN Client other various and proprietary software.

**Environment:** Windows NT 4.0/ Windows 2000-2003, TOUCH WORKS, Synaps X-Ray application, Windows NT/ 2000 Pro, Altiris Rapideploy Pro 4.5 for Pc Imaging, Altiris Pc Transplant 4.0, HP/Compaq D530-D7100 PC's, I.B.M. T-Series & X-Series Laptops, Novell Netware client 4.8, Extra Personal Client, Cisco VPN

**Employer: Rydek, End client: County Of LA, University Of Southern California, General, Los Angeles, CA  
September 2003 to March 2004**

**Desktop/Helpdesk Support**

- Desktop/Helpdesk Support to 8000 + local campus and remote end user's throughout the Los Angeles County in a Static TCP/IP multiple Subnet
- Windows 2000 Server & Novell Netware Client mixed mode domain.
- Performed computer hardware and printer installations configuration, repairs, upgrades, troubleshooting and deployments on Dell Optiplex & Dell Dimension desktop PC's, Dell Latitude C800 & D800 laptops, HP/Compaq D530 Desktop PC's, Compaq Evo T20 thin client including wireless devices and other peripherals & HP LaserJet & DeskJet printers various models.
- Created and deployed O.S. Systems and applications images via Symantec GhostCast Server 8.0 locally and remotely.
- Utilized TRACKIT 6.0 service call ticket application as well as Netmeeting 3.0, resolved software related problems in a Win9x, NT 4.0, Windows 2000 pro, XP Pro, Office 97/2000, Eudora 6.0 & Novell Groupwise 6.0 email environment

**Environment:** Dell Optiplex, Win9x, NT 4.0, Windows 2000 pro, XP Pro, Office 97/2000, Eudora 6.0 & Novell Groupwise 6.0, HP/Compaq, HP LaserJet