



State of Louisiana



RFP 0464- To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

PREPARED FOR

Shanna Folse,

Department of Purchasing,
200 Derbigny Street,
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sfolse@jeffparish.net
(504)364-2678.

PREPARED BY

Monica Kommu,

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Sonus Software Solutions Inc.,
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COVER LETTER

Shanna Folse,
Department of Purchasing,
State of Louisiana,
sfolse@jeffparish.net
(504)364-2678.

Subject: Proposal to RFP No. **0464**; To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications, State of Louisiana.

Dear Shana Folse,

Sonus Software Solutions Inc (SSI) is pleased to submit our response RFP to Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications to Jefferson Parish of State of Louisiana for consideration. We firmly believe that we can provide a collaboration that seamlessly supplements the Department's existing IT environment and significantly enhances the throughput that the city intends to achieve in its service professional.

At SSI, we understand that the Department is soliciting bids to contract for Information Technology Professional Services as needed to fulfill a variety of information technology staffing roles, as per the proposal request. SSI is submitting solutions and a pricing schedule that is flexible to meet the varying needs of the Department in terms of the types and quantities of resources required and the duration of the engagements.

We are proud to be a certified Women's Business Enterprise National Council (WBE-WBE2000585) and Minority Women Business Enterprise (MWBE - M4F0026444) by the Washington State Office of Minority & Women's Business Enterprises. Since our founding in 2013, SSI has been a trusted partner in providing IT consulting and Development services for Fortune 5000 companies and public organizations throughout the United States. Our attention to recruiting skilled and professional talent ensures a highly motivated, trained, and competent workforce delivering services and products on time. We value teamwork, initiative, commitment, hard work, and client satisfaction.

SSI appreciates the opportunity to submit our response and accepts all the terms and conditions specified in the Department. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133 or email to rfp@sonussoftwareinc.com.

Thank you for considering our proposal. We look forward to the opportunity to work with the Department and deliver exceptional IT services.

Sincerely,
Sonica Kommu, President





SCOPE OF WORK & EMPHASIS

EXECUTIVE SUMMARY

Sonus Software Solutions, Inc. (SSI), a certified IT consulting and development services provider. SSI is certified by various organizations, including WBENC - WBE, MWBE and NCTRCA - WBE, MBE and is classified as a Small business with less than 50 employees.

SSI is pleased to present our comprehensive proposal for providing essential IT services to Jefferson Parish, Louisiana. With a proven track record and a team of skilled professionals, we are well-equipped to meet your IT needs and contribute to the success of your projects.

Our Proposal: We propose to deliver a range of critical IT services to Jefferson Parish, including Server Technician, Network Administrator/Technician, Oracle Database Administrator, Microsoft Support Technician, Programmer/Analyst, PC/Help Desk Technician, and Project Manager Services. Our team possesses the expertise and experience required to handle diverse technical challenges and ensure the smooth operation of your IT infrastructure.



COMPANY INTRODUCTION

SSI, a privately held company, was established in 2013 and is headquartered at 504 W 800 N, OREM, UT 84057. In addition to our main office in Utah, we maintain ancillary offices in India. Our primary focus is on pursuing clients in the Fortune 5000 and other large corporations, as well as government agencies, particularly at the state level. Our largest clients include State of West Virginia, State of Louisiana and Equinix, with several staffing placements throughout the organization.



Our company has not participated in any mergers or acquisitions since its incorporation, and we have no plans to change hands in the foreseeable future.

Our contracts range in length from six months to ongoing.

At SSI, we have a recruiting team that works constantly with recruitment platforms like DICE, LinkedIn, Monster, indeed, Tech fetch, Career Builder, etc. We also bring in a workforce through the Utah Department of Labor and provide immigration sponsorship for eligible qualified candidates. Our aim is to identify, interview, evaluate, and hire certified IT professionals who meet the specific needs of our clients while also providing management.

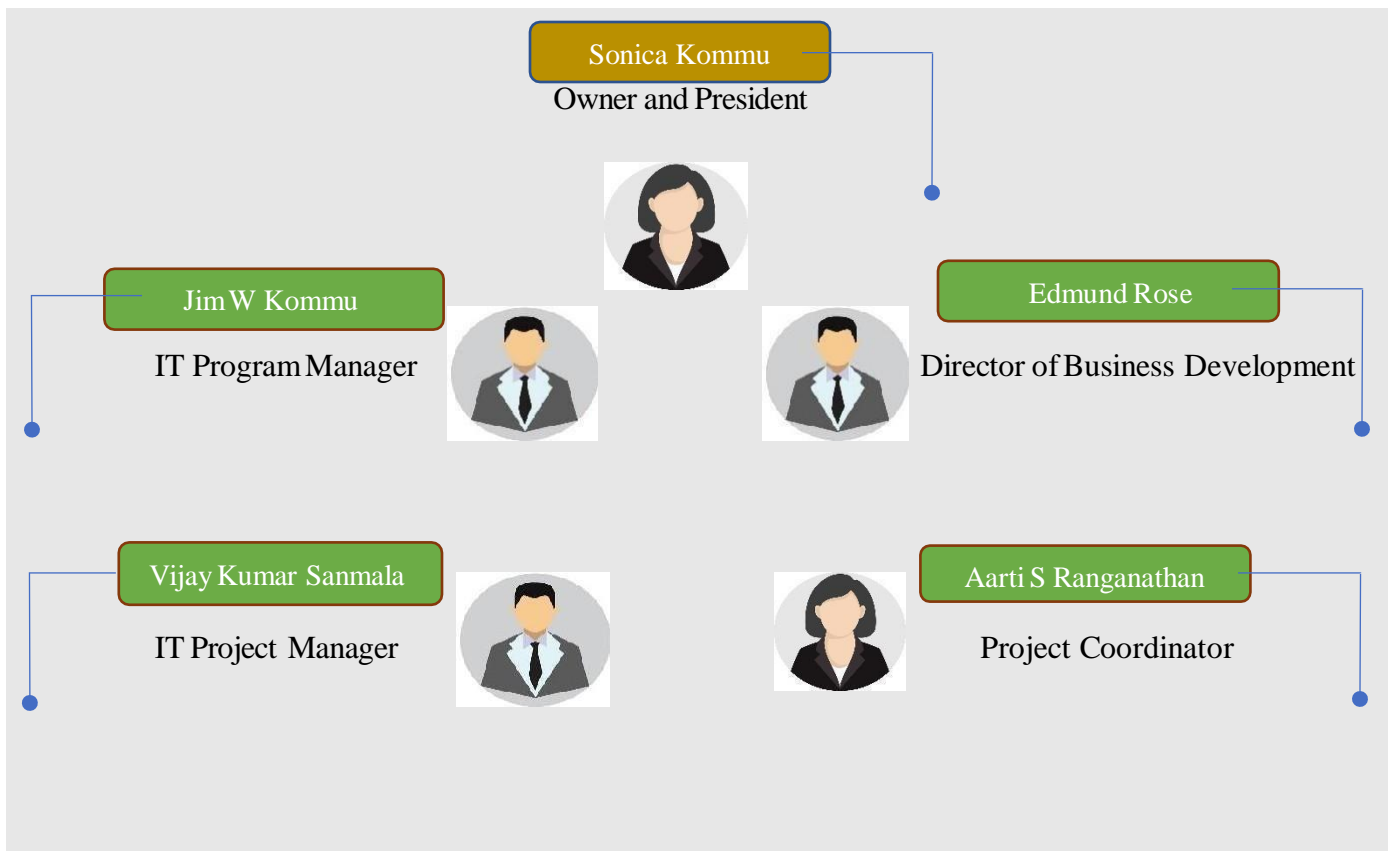




Our staff consists of W2 and Corp- Corp, 1099 candidates, which we subcontract from other staff firms. Some of our key specializations include information technology, computer programming, software development, and cloud computing.

Our employees and contractors are selected based on extensive experience in the technology requirements of our customers.

MEET OUR PROJECT CO-ORDINATION TEAM



For over a decade, SSI has been a driving force in the Information Technology sector, consistently delivering innovative spectrum of technologies. Our proven track record in Oracle, MS SQL, Network, Geographic Information Systems (GIS), and Microsoft technologies position us as the partner of choice for comprehensive and IT services.

QUALIFICATIONS & ABILITY REQUIRED SERVICES

SSI brings extensive experience and a team of skilled professionals to serve clients in various locations. Our pool of consultants and resources allows us to offer on-site or remote services tailored to each client's specific needs.





As a Tier 1 vendor with Equinix, we are recognized as a preferred provider of top-quality IT consulting services. Our client base includes esteemed organizations such as the State of West Virginia, WVDHHR/OMIS, Treasurer's Office- WVA, Community Transit-WA, Department of Technical

Services (State of Utah), Department of DPS/OJJ (State of Louisiana), County of Matanuska Susitna Borough (State of Alaska), City of Santa Maria-CA, Fidelity Inc., NH, Guaranteed Returns, NY, and Health Care Triangle, CA.

In addition to these direct client engagements, we have also formed successful partnerships with leading staffing firms like Tek-Systems, KFORCE, Randstad, Robert Half Technology, Judge Technical Staffing, Tata Consultancy Services, and Cognizant Technology, serving as a subcontractor to deliver exceptional IT consulting services.

At SSI, we take pride in our ability to provide comprehensive IT consulting solutions and exceptional client service, and we look forward to leveraging our expertise to help your organization thrive.

SSI engages technology services experts/consultants to optimize clients' businesses and organizations with comprehensive IT services:

| IT Support Services | SSI Related Experience |
|---|---|
| Application and Website Development – Generally, includes the installation, configuration, administration, operation, maintenance and monitoring. Application, interface and/or system design specification writing. Problem analysis with supporting documentation defining the problem, the desired output, and performance requirements | <u>SSI providing staff for support</u> <ul style="list-style-type: none">• Application development and website development services.• Providing services like Design of application components.• System quality assurance including testing, troubleshooting, and debugging system issues using appropriate technology.• Testing plan preparation and execution for validation of functionality and resolution of issues |
| Business Analysis and Project Management – Generally, includes the analysis, coordination, management, and completion of technology projects defined in scope and/or a specific area to improve or enhance County services or business practices. Coordinating information technology activities of County stakeholders and/or vendors consistent with project plans | <u>SSI providing staff for</u> <ul style="list-style-type: none">• Business Analysis and Project Management services.• They are providing services like analysis, coordination, and management. Designing, implementing, and directing project testing and quality assurance processes for assigned projects |







| | |
|---|---|
| <p>Managed IT Services Provider (MSP) – may include defined set of services provided by Contractor or done collaboratively with client’s existing staff. May include a variety of services such as website development and maintenance, data management, backup and recovery, etc.</p> | <p><u>SSI enhances client production and performances by.</u></p> <ul style="list-style-type: none"> • Project consulting which is one of the most valued services by our clients. • Managing IT services, which improve organizational performance through the analysis and development of technology, by strategizing processes. • Thorough project analysis, we choose the most effective development model, such as agile, waterfall, incremental, etc. That will allow us to efficiently meet each client's time constraints and their flexibility, economical, and innovational needs. • Providing required project managers, software engineers, testers, and any other necessary Staff to complete the project at the highest possible quality. |
| <p>Database Management – Designing and modifying database structures, tables, and files. Implementing design using established techniques</p> | <p><u>SSI providing services for</u></p> <ul style="list-style-type: none"> • Office of the State Treasurer. • Services like Designing, implementation, administration, monitoring, tuning, backup, migration, and providing support for the initial architecture of the database. • Providing ongoing development, upgrade, modification, and maintenance of a Microsoft SQL Server Database. |
| <p>Network/Telecommunications/Radio Administration – Designing, configuring and installing network infrastructure including wireless equipment, hubs, switches, cabling, servers, and peripherals.</p> | <p><u>SSI providing staff for</u></p> <ul style="list-style-type: none"> • Support of Network/Telecommunications/Radio Administration services. • Services like Designing, configuring and installing network infrastructure including wireless equipment, hubs, switches, cabling, servers, and peripherals. • Evaluating and implementing network upgrades. |
| <p>Desktop Solutions – may include configuration management, installing desktops, laptops, printers, etc., imaging of devices, remote administration, onsite support, anti-virus protections, backup, monitoring, etc..</p> | <p><u>SSI supporting Equinix for</u></p> <ul style="list-style-type: none"> • Their Data Center operations such as Data Analyst services, Lab Test Engineers, Data Architect/Engineer, Data Scientist services and Networking Analyst Services. • The progress of the contract. We regularly hold meetings to maintain project advancement. |






| | |
|---|---|
| <p>Server Solutions – may include managing computer network and associated hardware, software and communications systems necessary for the quality, security, performance, availability, and reliability of the system. Including server management and monitoring, asset management, cloud management, server hosting, automated patch management, cloud virtualization, design, mail security, etc..</p> | <p><u>SSI provides</u></p> <ul style="list-style-type: none"> • Network Administrator and Program Management services that Provide network and systems administration, including analyzing, defining network, requirements. • Configuring, optimizing network servers. • Monitoring network. Diagnosing, resolve network problems. • Developing network backup, recovery procedures. Managing the installation, integration of system fixes, updates, and enhancements. • Install, test, maintain, upgrade network OS software |
| <p>Recruitment Process Outsourcing – may include number of roles that need to be filled for a specific initiative or project.</p> | <p><u>SSI has been providing</u></p> <ul style="list-style-type: none"> • Technical Supporting Services for their ongoing Projects. • Currently providing IT Staff Augmentation Services to West Virginia Department of Health and Human Resources (WDHHR/OMIS) Department. |
| <p>Strategic Planning – may include a consultant to engineer, plan and design services for major system enhancements, including installations and upgrades of new and existing systems.</p> | <p><u>SSI Develops</u></p> <ul style="list-style-type: none"> • Strategic IT business, architecture, and software plans which: • Aligns programs and projects with strategic objectives • Meets capital planning. • Prioritizes decisions across technology, work, and resources, and • Bridges gaps between strategy and implementation and portfolio management reporting requirements. • Our oversight activities ensure data and documents are produced in a timely manner for the State to achieve its program outcomes. |
| <p>Network Administration – may include maintenance and support of network equipment, including site to site wireless, local area public/private wireless, switches, firewalls, routers, and other security devices. May also include VPN gateway, dynamic routing protocol, DMZ architecture, etc.</p> | <p><u>SSI supporting</u></p> <ul style="list-style-type: none"> • Equinix for their Data Center operations such as Data Analyst services, Lab Test Engineers, Data Architect/Engineer, Data Scientist services and Networking Analyst Services. • The relationship with Equinix is one of our most integrated. • SSI is heavily involved in the progress of the contract and holds regular meetings to maintain project advancement. |

| | |
|--|--|
| <p>Audio/Video Administration – Generally, includes the design, installation, maintenance, troubleshooting, and repair of audio and visual distribution networks as well as video recording and playback equipment. Conducting training on the use of audio/video equipment and systems</p> | <p><u>SSI providing</u></p> <ul style="list-style-type: none"> • Staff for Audio/Video Administration services. • They are providing services like design, installation, maintenance, troubleshooting, and repair of audio and visual distribution networks as well as video recording and playback equipment. studio filming, post- production editing, graphic design, marketing, and distribution for projects etc., |
| <p>Storage Solutions – may include SAN/NAS management, capacity planning, archive and retention, etc.</p> | <p><u>SSI incorporates</u></p> <ul style="list-style-type: none"> • The models, policies, rules, and standards that govern the collection storage, arrangement, integration, and use of data knowledge for analysis that supports improving the data strategy for continuously evolving business processes and needs |
| <p>Security Solutions – may include automated penetration testing, manual penetration testing, zero trust design, IT security assessments, PCI scanning, ransom ware protection, etc.</p> | <p><u>SSI supporting</u></p> <ul style="list-style-type: none"> • Equinix for their Data Center operations such as Data Analyst services, Lab Test • Engineers, Data Architect/Engineer, Data Scientist services and Networking Analyst Services. • The relationship with Equinix is one of our most integrated. • SSI is heavily involved in the progress of the contract and holds regular meetings to maintain project Advancement. |
| <p>Information Systems Security – Generally, includes the installation, configuration, administration, operation, maintenance, and monitoring of security and backup/recovery processes as well as network security systems.</p> | <p><u>SSI providing</u></p> <ul style="list-style-type: none"> • Staff for Information Systems Security services. • They are providing services like Scanning and monitoring network activity to identify and filter for malicious activity and virus probability. • Backup/recovery support with procedural development and testing. |
| <p>Training – may include software training, assisting staff with customization of existing or new systems, train-the-trainer on software applications or hardware configurations, etc.</p> | <p><u>SSI providing</u></p> <ul style="list-style-type: none"> • Along with train-the-trainer, in-person and online training. • SSI services include developing security training policies and procedures and delivering cyber security training courses and maintaining records of all Training and certifications. |
| <p>Business Continuity – may include disaster backup services, prevention planning, business/IT synchronization, detecting vulnerabilities, etc.</p> | <p><u>SSI Services for</u></p> <ul style="list-style-type: none"> • Business continuity services include of Operations Planning and testing, Disaster Recovery and tabletop exercise planning and execution and analyze business processes to reduce waste and all major assets. |

PREVIOUS RELEVANT EXPERIENCE

The SSI Utah headquarters is responsible for managing all business operations and client interactions. While our sales and marketing tasks are mostly handled by our offices in India, they are under the direct supervision of our Utah office. Depending on our clients' needs, all SSI consultants are located in the United States and may work either on-site at customer properties or remotely.

| Agency | Department Logo | Project Title/Contract # | Description of Services |
|--|---|--|--|
| Office of the State Treasurer, Charleston, West Virginia |  | Temporary IT Staffing for Office of the State Treasurer, ARFQ STO2100000003 | SSI has been providing IT Staffing services for their Treasury Department. |
| West Virginia Department of Health and Human Resources, Office of Management Information Services (WVDHHR/OMIS), Charleston, WVA |  | Temporary IT Staffing WVDHHR/OMIS, CRFQ-0511-MIS210000002 | SSI has been providing Technical Support Services for their ongoing Projects. Currently providing IT Staff Augmentation Services to Department. It Includes SQL Server DBA /SSIS Services Senior Web Developer Services. |
| DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana, LA |  | Information Technology Consulting Services for DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana. | SSI has been providing Project Management for State of Louisiana, office of Juvenile Justice. |
| Department of Education Staff (DES), State of Louisiana |  | IT support services for Department of Education Staff, State of Louisiana | SSI has been providing Business Analyst services for State of Louisiana Department of Education Staff, State of Louisiana |

| | | | |
|---|---|--|---|
| State of Utah, Department of Technology services(DTS) and Department of workforce services(DWS) |  | IT Staffing services for State of Utah, Department of Technology services and Department of workforce services | SSI has been providing Project Management services for State of Utah DTS and DWS. |
| TEK systems, Inc. |  | Information Technology support service for TEK systems, Inc. | SSI has been providing IT services like Project management services, Java development services etc. |
| New York State Department of Education,(DIIT) NY |  | Senior SQL DBA/Developer | SSI has provided Senior SQL Database Administrator/Developer services. |
| Los Angeles Unified School District, CA |  | IT Temp Staff Augmentation Services | An SSI Developing Web Developer/Java Developer services with a web-based application that provides LAUSD administrators with reports and dashboards that consists of student and LAUSD data. |
| Equinix, Inc., San Jose, CA |  | IT Temp Staff Augmentation Services | SSI has provided Equinix, We are supporting Equinix for their Data Center operations such as Data Analyst services, Data Architect/Engineer, Data Scientist services and Networking Services. |

SSI CLIENTS INFO

Reference 1

Project: Information Technology Consulting Services for DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana

Client/Agency: DPS-OJJ Office of Juvenile Justice (OTS), State of Louisiana, LA

Point of Contact: Amit Chabukswar

Title: Statewide Deputy Director

Email: amitc@optimasolutions.us

Phone: 318-357-3152

Duration: 2019 – Ongoing

Services:

- ❖ Create appropriate BRD/FDD Documents that allows stakeholders to understand the steps of the data analysis process and duplicate/replicate the analysis if necessary.
- ❖ Identify key roadblocks to progress, efficiently describe complex data quality issues, and document for review with stakeholders.
- ❖ Proactively collaborate and build a wide network and form strong relationships across cross-functional teams.
- ❖ Develop and maintain understanding of overall business strategy and priorities to support recommendations around trade-offs, solutions and changes need to existing approaches.
- ❖ Develop and upload Mock-ups, Wireframes, data Mapping, BA documents on SharePoint.
- ❖ Attend code review meetings to understand the working knowledge on Estimation techniques.
- ❖ Create SQL queries to compare data to the Investment Banking Domain of Mutual Funds, utilizing and developing within AWS.

Reference 2

Project: IT support services for Department of Education Staff, State of Louisiana

Client/Agency: Department of Education staff (DES), State of Louisiana, LA

Point of Contact: Amit Chabukswar

Title: Statewide Deputy Director

Email: amitc@optimasolutions.us

Phone: 318-357-3152

Duration: 2020 – Ongoing

Services:

- ❖ Work with the Louisiana Department of Education Staff (Client) and the vendor technical leads to create, define, and document business functions and processes
- ❖ Gather product requirements via workshop facilitation with the client leadership to recommend and coordinate developing, enhancing, and maintaining the Client's business systems using high-maturity methods and tools.
- ❖ Lead analysis teams on large projects by applying industry benchmark techniques to develop innovative business solutions/Products and influence the Client's strategic direction.
- ❖ Leverage retail industry knowledge and client relationship to access the business implications of IT applications with the current and future business trends to identify new business opportunities.
- ❖ Shape and scope ideas of system enhancements, aligning to business strategy and goals.
- ❖ Consult with management and personnel to identify, define, and document business needs and objectives, current operational procedures, problems, input and output requirements
- ❖ Develop detailed process mapping of the current state and identify key differences and opportunities to streamline processes across lines of business.
- ❖ Ensure traceability of requirements throughout the project lifecycle.
- ❖ Structure the requirements into EPIC and user stories.
- ❖ Assess architecture impact and change on existing business process, organization, and technology.
- ❖ Act as a bridge between business and technology teams.



- ❖ Manage project documentation – Functional Designs, Use Cases, Process Flows, and Traceability Matrix.
- ❖ Collaborate with the project QA team to develop and prioritize test management for effective and efficient application of test processes and tools using techniques such as White Box, Grey Box, Black box, Test-to-Pass, Test-to-Fail, and automation
- ❖ Participate in the collaborative process of determining the severity level of defects and identifying workarounds that staff may use until defects fixes and enhancements are implemented
- ❖ Engage in and adapt agile product.

Reference 3

Project: Information technology Staffing Services

Client/Agency: State of Utah, Department of Technology services, Department of workforce services

Point of Contact: Nick Kulshrestha

Title: Sr. Vice President

E-mail: nick@flairsoft.net

Phone: (614) 888-0700

Term of the Contract: 2021 – Ongoing

Services:

- ❖ Involved building a new data warehouse called PHX and migrating from data from old legacy systems to new system and also the enhancement of "Loan Serve" which is Mortgage loan origination process beginning from origination/opening a mortgage application through funding/closing.
- ❖ The system performed all the business functions of the loan process such as set-up Account information, New Loan set-up, the Appraisal, credit, and income.
- ❖ The project involved modules for Pre- qualification, Underwriting, Processing, and Closing. Advise and lead the cross-functional team on Agile values, practices, and processes to ensure that the team is fully functional, productive, and focused on the sprint goal.
- ❖ Collaborate with the product owner, to support the work of the team by maintaining the backlog and facilitating agile ceremonies such as stand ups, sprint planning and retrospectives. Establish a culture of high collaboration, team empowerment, high visibility, and accountability.
- ❖ Lead a Scrum teams to perform planning, development and testing on large development, implementation, and integration projects. Interact with product owners to manage product backlog and sprint activities.

TRANSITION PLAN SSI

Objective: To transition the SSI operations and processes towards greater efficiency, scalability, and improved client service while minimizing disruption.

Timeline: 6 months

Phase 1: Pre-Transition Preparation (Month 1)

1. **Assessment:** We conduct a comprehensive assessment of current operations, processes, technology systems, and workforce capabilities.





2. **Goal Setting:** We define clear and measurable transition goals, including increased client satisfaction, reduced time-to-fill, and streamlined internal processes.
3. **Stakeholder Identification:** We Identify key stakeholders, including management, staff, clients, and vendors.
4. **Communication Strategy:** We develop a communication plan to inform stakeholders about the upcoming changes, emphasizing benefits and addressing concerns.

Phase 2: Process and Technology Enhancement (Months 2-3)

1. **Process Mapping:** We Map existing processes and identify inefficiencies and bottlenecks.
2. **Process Redesign:** We collaborate with process owners to redesign and optimize workflows, incorporating automation and digital tools where applicable.
3. **Technology Upgrade:** We evaluate and implement upgraded technology systems, such as a more advanced applicant tracking system and client relationship management software.

Phase 3: Workforce Development (Months 2-4)

1. **Skills Assessment:** We assess the current skillset of the workforce and identify skill gaps that need to be addressed.
2. **Training Plan:** We develop a comprehensive training plan that covers new processes, technology tools, and client engagement strategies.
3. **Employee Engagement:** We Foster a culture of adaptability and continuous learning to ensure employee buy-in and enthusiasm for the changes.

Phase 4: Implementation and Testing (Months 4-5)

1. **Pilot Testing:** We implement the redesigned processes and new technology systems on a smaller scale to identify and address any issues before full rollout.
2. **Performance Metrics:** We establish key performance indicators (KPIs) to measure the effectiveness of the transition, such as response time, candidate quality, and client feedback.

Phase 5: Full Rollout and Monitoring (Month 6)

1. **Full Implementation:** We roll out the optimized processes, upgraded technology, and workforce development initiatives across the entire organization.
2. **Monitoring and Feedback:** We continuously monitor the transition's progress, solicit feedback from stakeholders, and make necessary adjustments.
3. **Risk Management:** We Identify potential risks and develop contingency plans to mitigate any unforeseen challenges.

Phase 6: Post-Transition Evaluation and Review (Months 6-7)

1. **Performance Evaluation:** We evaluate the transition's impact on KPIs and overall business outcomes.
2. **Lessons Learned:** We conduct a thorough review of the transition process, highlighting successes and areas for improvement.



3. Continuous Improvement: Incorporate lessons learned into ongoing process improvement initiatives to ensure the firm remains adaptable and responsive to changing industry dynamics.

Conclusion: This Transition Plan outlines a structured approach to seamlessly transition the SSI operations, processes, technology systems, and workforce towards enhanced efficiency and client service. By following this plan, the firm aims to achieve its objectives while minimizing disruptions and maximizing the benefits of the transition.

PAST WORK PERFORMANCE WITH JEFFERSON PARISH

While SSI do not possess prior experience with Jefferson, But we have a track record of successful past performance within the State of Louisiana which we are already mentioned within the Past Performances.

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Sonus Software Solutions Inc
Balance Sheet
As of July 31, 2020

FINANCIAL PROPOSAL

| | <u>Jul 31, 20</u> |
|--|-------------------|
| ASSETS | |
| Current Assets Checking/Savings | |
| CHASE 3550 | 252,964.44 |
| Total Checking/Savings | 252,964.44 |
| Accounts Receivable | |
| Accounts Receivable | 61,984.00 |
| Total Accounts Receivable | 61,984.00 |
| Total Current Assets | 314,948.44 |
| TOTAL ASSETS | 314,948.44 |
| LIABILITIES & EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Other Current Liabilities Advantage Platform Capital | 5,884.68 |
| PPP Loan | 306,360.00 |
| Total Other Current Liabilities | 312,244.68 |
| Total Current Liabilities | 312,244.68 |
| Total Liabilities | 312,244.68 |
| Equity | |
| Retained Earnings | 25,644.22 |
| Net Income | -22,940.46 |
| Total Equity | 2,703.76 |
| TOTAL LIABILITIES & EQUITY | 314,948.44 |

Sonus Software Solutions Inc

Balance Sheet

As of December 31, 2021

| | Dec 31, 21 |
|---------------------------------------|-------------------|
| ASSETS | |
| Current Assets Checking/Savings | |
| Chase - 3550 | 178,413.42 |
| Total Checking/Savings | 178,413.42 |
| Total Current Assets | 178,413.42 |
| TOTAL ASSETS | 178,413.42 |
| LIABILITIES & EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Other Current Liabilities PPP | |
| Loan | 211,134.79 |
| SBA EIDL Loan | 149,900.00 |
| Total Other Current Liabilities | 361,034.79 |
| Total Current Liabilities | 361,034.79 |
| Total Liabilities | 361,034.79 |
| Equity | |
| Retained Earnings | -211,152.81 |
| Net Income | 28,531.44 |
| Total Equity | -182,621.37 |
| TOTAL LIABILITIES & EQUITY | 178,413.42 |

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07/11/23

Accrual Basis

Sonus Software Solutions Inc

Balance Sheet

As of December 31, 2022

| | Dec 31, 22 |
|---------------------------------------|-------------------|
| ASSETS | |
| Current Assets Checking/Savings | |
| Chase - 3550 | 275,419.65 |
| Total Checking/Savings | 275,419.65 |
| Total Current Assets | 275,419.65 |
| TOTAL ASSETS | 275,419.65 |
| LIABILITIES & EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Other Current LiabilitiesSBA | |
| EIDL Loan | 499,900.00 |
| Total Other Current Liabilities | 499,900.00 |
| Total Current Liabilities | 499,900.00 |
| Total Liabilities | 499,900.00 |
| Equity | |
| Retained Earnings | -253,947.88 |
| Net Income | 29,467.53 |
| Total Equity | -224,480.35 |
| TOTAL LIABILITIES & EQUITY | 275,419.65 |

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08/28/20

Accrual Basis

Sonus Software Solutions Inc**Profit & Loss**

January through July 2020

| | Jan - Jul 20 |
|--------------------------------|--------------|
| Ordinary Income/Expense | |
| Income | |
| Consulting Income | 820,227.45 |
| Total Income | 820,227.45 |
| Gross Profit | 820,227.45 |
| Expense | |
| Accounting Fees | 1,000.00 |
| Advertising and Promotion | 1,073.15 |
| Automobile Expense | 190.68 |
| Bank Service Charges | 370.04 |
| Charitable Contribution | 4,000.00 |
| Computer and Internet Expenses | 3,402.68 |
| Consulting Fees | 39,000.00 |
| Dues and Subscriptions | 376.21 |
| Employee Benefit | 17,703.55 |
| Insurance Expense | 3,381.47 |
| Legal Fees | 8,480.82 |
| Licenses & Permits | 269.08 |
| Meals and Entertainment | 447.02 |
| Office Expense | 2,282.24 |
| Office Supplies | 1,831.71 |
| Parking & Tolls | 15.00 |
| Payroll Expenses | |
| FUTA | 597.12 |
| Medicare | 9,029.23 |
| Social Security | 38,607.76 |
| SUI | 3,797.29 |
| Wages | 692,055.72 |
| Payroll Expenses - Other | |
| Total Payroll Expenses | 744,087.12 |
| Payroll Processing Fees | 887.17 |
| Postage & Delivery | 270.89 |
| Professional Fees | 3,440.00 |
| Rent Expense | 4,395.00 |
| Repairs & Maintenance | 350.09 |
| Telephone Expense | 2,066.22 |
| Travel Expense | 1,213.24 |
| Utilities | 328.65 |
| Worker's Compensation | 2,305.88 |
| Total Expense | 843,167.91 |
| Net Ordinary Income | -22,940.46 |
| Net Income | -22,940.46 |

Sonus Software Solutions Inc

Profit & Loss

January through December 2021

| | Jan - Dec 21 |
|--------------------------------|--------------|
| Ordinary Income/Expense | |
| Income | |
| Consulting Income | 1,603,905.81 |
| Total Income | 1,603,905.81 |
| Gross Profit | 1,603,905.81 |
| Expense | |
| Accounting Fees | 6,040.00 |
| Automobile Expense | 656.64 |
| Bank Service Charges | 545.00 |
| Charitable Contribution | 8,312.50 |
| Cleaning Expense | 1,250.00 |
| Computer and Internet Expenses | 4,381.14 |
| Consulting Fees | 145,119.16 |
| Dues and Subscriptions | 1,406.60 |
| Employee Benefit | 15,193.91 |
| Gift Expense | 2,116.00 |
| Insurance Expense | 5,597.61 |
| Legal Fees | 50,820.00 |
| Licenses & Permits | 369.08 |
| Meals and Entertainment | 398.82 |
| Office Expense | 975.65 |
| Office Supplies | 9,099.72 |
| Payroll Expenses | 1,257,447.65 |
| Payroll Processing Fees | 1,540.99 |
| Postage & Delivery | 1,920.20 |
| Professional Fees | 13,084.26 |
| Rent Expense | 7,380.00 |
| Repairs & Maintenance | 15,900.00 |
| Telephone Expense | 5,073.32 |
| Travel Expense | 5,823.04 |
| Utilities | 1,276.82 |
| Worker's Compensation | 13,646.26 |
| Total Expense | 1,575,374.37 |
| Net Ordinary Income | 28,531.44 |
| Net Income | 28,531.44 |

Sonus Software Solutions Inc**Profit & Loss**

January through December 2022

| | Jan - Dec 22 |
|--------------------------------|-------------------|
| Ordinary Income/Expense | |
| Income | |
| Consulting Income | 2,439,465.34 |
| Total Income | 2,439,465.34 |
| Gross Profit | 2,439,465.34 |
| Expense | |
| Accounting Fees | 4,000.00 |
| Advertising and Promotion | 12,049.13 |
| Automobile Expense | 1,329.73 |
| Bank Service Charges | 919.69 |
| Charitable Contribution | 7,500.00 |
| Computer and Internet Expenses | 7,191.13 |
| Consulting Fees | 290,805.00 |
| Contractor Payment | 23,950.00 |
| Dues and Subscriptions | 1,616.58 |
| Employee Benefit | 48,278.90 |
| Insurance Expense | 7,790.61 |
| Legal Fees | 58,278.95 |
| Licenses & Permits | 610.00 |
| Meals and Entertainment | 3,580.32 |
| Office Expense | 7,003.26 |
| Office Supplies | 12,486.29 |
| Payroll Expenses | 1,414,427.06 |
| Payroll Processing Fees | 1,644.28 |
| Postage & Delivery | 1,906.35 |
| Professional Fees | 287,319.71 |
| Rent Expense | 7,380.00 |
| Repairs & Maintenance | 15,129.64 |
| Tax Expense | 3,333.00 |
| Telephone Expense | 1,234.70 |
| Travel Expense | 35,202.35 |
| Utilities | 152.98 |
| Worker's Compensation | 7,008.57 |
| Total Expense | 2,262,128.23 |
| Net Ordinary Income | 177,337.11 |
| Other Income/Expense | |
| Other Income | |
| Employee Retention Credit | 56,220.62 |
| Total Other Income | 56,220.62 |
| Net Other Income | 56,220.62 |
| Net Income | 233,557.73 |



INNOVATIVE CONCEPTS

SSI is known for its rapid evolution and innovation. Here are some innovative concepts and trends in the IT sector that have been shaping the industry:

Artificial Intelligence (AI) and Machine Learning (ML): AI and ML technologies are being applied in various domains, including natural language processing, image recognition, predictive analytics, and autonomous systems. These technologies enable computers to learn and improve from experience without being explicitly programmed.

Edge Computing: Edge computing involves processing data closer to the source of generation rather than sending it to a centralized cloud. This concept reduces latency, improves real-time decision-making, and supports applications in remote locations.

Internet of Things (IoT): IoT involves connecting everyday objects to the internet, allowing them to collect and exchange data. This concept has applications in smart homes, industrial automation, healthcare, agriculture, and more.

5G Technology: The fifth generation of wireless technology, 5G, promises significantly faster data speeds, lower latency, and greater connectivity. It enables the development of new applications and services, such as augmented reality, virtual reality, and connected vehicles.

Block chain: Block chain is a distributed and secure digital ledger technology. It has applications beyond crypto currencies, including supply chain management, identity verification, smart contracts, and more.

Cyber security Advancements: As technology evolves, so do cyber security threats. Innovative cyber security concepts include advanced threat detection, AI-driven security systems, and zero-trust architecture to enhance data protection.

RFP RESPONSIVENESS

Project Overview:

Jefferson Parish has asked to Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications, State of Louisiana.

Scope of Work:

The scope of work for this project includes providing comprehensive Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications, State of Louisiana. Our team will work collaboratively with EIS and Telecommunications staff to identify and prioritize project requirements, establish project plans and timelines, and manage project tasks to ensure on-time, on-budget delivery. Our QA services will include assessing and testing system functionality, identifying and reporting issues, and ensuring that all systems meet established quality standards.



Key Deliverables:

Our team will deliver the following key items as part of this project:

Detailed project plan with timelines and milestones
Regular progress reports to EIS and Telecommunications management and stakeholders
Risk assessment and management plan
Quality assurance plan, including testing strategies and test cases
Defect tracking and reporting system
Project documentation, including requirements, design, and testing documents
Final project report, including lessons learned and recommendations for future projects

Project Timeline:

The project will be executed as per the Department requirements. During this period, our team will work closely with EIS and Telecommunications staff to ensure that all project requirements are met and that all deliverables are completed on time and within budget.

Conclusion:

We are excited to have the opportunity to support the Jefferson Parish, Department of Information Technology Support Services and Supplemental Staffing in its mission to provide high-quality IT systems to its stakeholders. Our team has extensive experience in IT project management and QA, and we are committed to delivering exceptional results that meet or exceed EIS and Telecommunications expectations. We look forward to working closely with EIS and Telecommunications staff throughout the project and providing the best possible service and support.

PROJECT PHASES

Providing Information Technology Support Services and Supplemental Staffing Services to Jefferson Parish, State of Louisiana:

Phase 1: Project Initiation

- Meet with the Jefferson Parish, State of Louisiana to define project requirements and goals
- Establish project timelines, budgets, and milestones
- Identify project risks and challenges
- Define project scope and deliverables
- Define the roles and responsibilities of the project team

Phase 2: Resource Identification and Procurement

- Identify the resources needed for the project
- Develop job descriptions and requirements for staffing resources
- Publish job postings and advertise the positions
- Interview and hire staff for the project
- Provide onboarding and training to new staff



Phase 3: Project Execution

- Manage project tasks and ensure on-time, on-budget delivery
- Monitor project progress and report regularly to stakeholders
- Conduct quality assurance and testing of IT systems
- Identify and resolve issues and risks that arise during the project
- Provide project documentation and reports as required

Phase 4: Project Closure

- Evaluate project outcomes and identify lessons learned
- Provide final project report to stakeholders
- Review project performance against established goals and objectives
- Provide recommendations for future projects based on project outcomes

These specific project phases and timelines vary depending on the scope and requirements of the project. Our team has extensive experience in IT project management and Quality assurance staffing services, and we are committed to delivering exceptional results that meet or exceed the agencies expectations.

SSI Employees are eligible for Bonus and Incentive Programs. We hire the most qualified employees and keep those employees loyal and productive. Therefore, we provide a "package" that includes Compensation, incentives (special perks or rewards for good work), and benefits (valuable options such as health insurance and paid vacation).

SSI appreciates the opportunity to submit our response to 0464- To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications, State of Louisiana. Should you have any questions in this regard, please do not hesitate to contact me at 801-770-3133/ rfp@sonussoftwareinc.com.

Signature and title of a person authorized to obligate the firm.

Name: Sonica Kommu
Title: President



ANTHONY AZUBIKE

Network Engineer

SUMMARY

IT professional experience in administration, implementation, configuration, provisioning, escalation support, documentation and troubleshooting of various technologies with proficiency in routing, enterprise switching, security & branch technologies and Telecom Networking.

TECHNICAL CERTIFICATIONS & SKILLS

- | | |
|--|-------------------|
| • Cisco Certified Network Professional - Enterprise | CCNP – ENT |
| • Cisco Certified Specialist - Enterprise Advanced Infrastructure Implementation | CCS - EAH |
| • Cisco Certified Specialist - Enterprise Core | CCS – EC |
| • Nokia Service Routing Certification II | NRS II |

Education

- Bachelor of Technology Physics, Federal University of Technology Owerri, Nigeria

TECHNICAL SKILLS DETAIL

Telecom Networking – Service Architecture, 5G, BBU, FHG, BHG, Service Tunnels, Transport Tunnels, CAS, LTE, C-RAN.

ISP, WAN/Routing Technologies - BGP, MPLS, VRF, EVPN, VRF-Lite, OSPF, EIGRP, Route-maps, Prefix-lists, ACLs, Static Routing, Stub Routing, IPv4/6, ARP, TCP, UDP, NAT/PAT, Alcatel-Lucent - 7250 IXR, 7210 SAS, 7750 SR, 7705 SRA, and 5620SAM, Cisco ASR 1004/1002-HX/1001-X, ISR4461/4331/4431, Cisco IOS XRv, Cisco 5500 Series WLC (5508; 5520); Cisco Aironet AP1850, IP Phone 7841, 7940 IP & SCCP phones.

Datacenter/Core Switching Technologies – SD-WAN, VXLANs, VSS, HSRP, VRRP, VLAN Trunking, Portchannel, STP, VTP, Portfast, BPDU Guard, Nexus 9K/7K/5K/3K/2K, Catalyst 6500/4500/3850/3750X, SNMP, DNS, SSH, FTP/SFTP, Logic Monitor, Arkis, VOIP, CUCM, WLC, APs.

Security/Firewall Technologies - ACLs, IPSecVPN, SSLVPN, MPLSVPN, AAA, TACACS+/RADIUS, 802.1x Authentication, Port Security, Linux, Python. ASA (ASDM), Palo Alto, Checkpoint, Cisco ISE.

PROFESSIONAL EXPERIENCE

Company: GNET Inc, CA, USA

Date: December 2021 - Till Date.

Position: Network Engineer

Responsibilities:

- Produce network implementation, migration plans, configure equipment and services using the Network Design Requirements (NDR) with Cisco, Nokia and Ericsson Routers.
- Supports Fronthaul, Backhaul & Midhaul topology using necessary network tools.
- Conduct network readiness and customer readiness tests in a multivendor network.
- Work with internal technical teams for product placement and feature improvements for reliability, availability, and serviceability.
- Experience in troubleshoot network issues including boundary protection devices, Cisco Nortel/Avaya and Bluecoat Proxy Servers.
- Test, support, and audit networks in various stages of deployment.
- Create configuration templates/file, and network designs using the High-Level Design Document.
- Deliver knowledge transfer and appropriate material for customer success.
- Support product demonstrations, lab evaluations and network trials.
- Using ASA ASDM to configure certificates, create security policy, used to monitor the network for any vulnerabilities.

Company: Advance Telecoms Service. MS, USA

Date: March 2021 – November 2021.

Position: Network Engineer

Responsibilities:

- Site Configuration/Implementation of over 130 sites for the State of Mississippi this include MS Agencies, MS Libraries Systems, MS Department of Education and NCIC.
- Test/Turnup and Cutover of over 500 Test/Turnup and cutover done with little or no issue this include Mississippi State (MS) Agencies, MS Libraries Systems, MS Department of Education and NCIC.
- Configure BGP protocol for the vrf Management and the Customer for routing purposes and connectivity.
- Tech/field Support by providing support to all the field tech from troubleshooting, remote access, loading configuration, installation, cutover to customers.
- Broadband/Nokia Engineer Support in achieving high success of deployment and cutover of client sites, and deployment of the various site with Cisco Circuits and Nokia Circuits.
- Responsible for Testing connectivity/bandwidth between circuits with FTBx Toolbox before deploying.
- Operational Support from documentations, ticketing, executing configuration template for each site, daily engagement with other operational departments to achieving successful operation of CSpire business.
- Involved in troubleshooting connectivity between the ISP (CSpire) network to the network of the customer not able to access the internet.
- Configure vrf-lite to segregate traffic from different customers/clients and troubleshooting routing configuration.
- Experienced in working with the environment with Aerohive, Aruba and Secure Connect Fortinet Firewalls
- Provide Level 3 support for Aruba WLAN mobility controllers, Access Points and Aruba Instant Access Points.
- SD-WAN-configure feature and device templates, configure localized policy, centralized policy.
- Deployed an ISE device in a network, added users and user groups in ISE, Policy Sets, configured RADIUS parameters to act as an 802.1X authentication server for network devices in ISE.
- Configuring the router and switches to provision IP phones and establish connectivity between them.
- Performing administrative tasks on the voice system using the Cisco Call Manager Express GUI.
- Troubleshoot Wireless w/ Cisco Prime, create the WLAN and Tie it to the Dynamic Interface.

Company: GNET Inc CA, USA

Date: August 2018 - March 2021.

Position: Network Engineer

Responsibilities:

- Member of a team of professionals responsible for administration/service requests, escalation support, ticket resolution and analysis of enterprise LAN/WAN environments for datacenters, WAN links, and branch offices.
- Specific Technologies handled include but not limited to Cisco ISRs, Cisco Catalyst/Nexus Switches Cisco ASAs, Palo Alto (PAN) Firewalls, Solar Winds, Wireshark, and VMware.
- Technologies in network environment include but not limited to routers, switches, security firewalls, voice, wireless and related technologies along with various server/application administration, and remote setup.
- Manipulating various BGP attributes such as Local Preference, MED, Extended Communities, Route-Reflector clusters, Route-maps and route policy implementation.
- Experience in configuring, implementing, operate and support of routing/switching protocols in complex environments including BGP, OSPF, EIGRP, Spanning Tree, 802.1q, etc.
- Involved in L2/L3 Switching Technology Administration including creating and managing VLANs, Port security, Trunking, STP, RSTP and MST, Inter-Vlan routing, LAN security.
- Managed fast Layer 3 switched/routed LAN/WAN infrastructure as a part of Network team.



Cisco Certifications

Anthony Chibueze Azubike

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

Cisco Certified Network Professional Enterprise



| | |
|----------------|-------------------|
| Date Certified | November 14, 2020 |
| Valid Through | November 14, 2023 |
| Cisco ID No. | CSCO13668043 |

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 6L1SFHGG5H1E10SH

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

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.

Anthony M. Santos

CERTIFICATIONS & EDUCATION

| | |
|----------------------------|------|
| CCNA Routing and Switching | 2020 |
| CCENT | 2019 |
| CompTIA Network + | 2011 |
| CompTIA A+ | 2010 |

| | |
|--|--------------------------|
| Austin Community College | Austin, TX |
| CCNA Training | May 2018 – December 2018 |
| Westwood College of Technology | Calumet City, IL |
| Associate of Applied Science in Computer Network Engineering | January 2003 - July 2004 |

EMPLOYMENT

| | |
|---|------------------------|
| NEWSBANK INC | Naples, FL |
| PC/Help Desk Technician | January 2023 – Current |
| <ul style="list-style-type: none">Managed users and permissions with on-prem Active Directory, Azure AD, Microsoft/Office 365 admin center, and Okta single sign-on and MFAUtilized remote server administration tools (RSAT) to manage Group Policy, DHCP, and DNS.Administrated Fuze and 8x8 phone systems and contact center | |

| | |
|---|-----------------------------|
| McCOYS BUILDING SUPPLY | San Marcos, TX |
| Network Administrator/ Help Desk Technician | January 2019 – October 2022 |
| <ul style="list-style-type: none">Administered Cisco Meraki APs, switches, MXs, and cameras from web console and participated in separated rollouts of each type of device and prior to SD-WAN rollout WAN used BGP configurationConfigured Cisco Catalyst 9300, 9500, 2960 switches and 2911 routers via Cisco CLI and PrimeWorked with Fortinet Forti Gate firewalls to correct any network traffic issuesOversaw phone system using Cisco Unified Communications (Call Manager, Unity, Contact Center Express, and CUBE (4431 ISR) for both HQ datacenter and off-site DR datacenterAddressed detections and incidents from Crowd Strike Falcon EDRManaged DUO multi-factor authentication server and Air Watch mobile device manager | |
| Systems Analyst | October 2018 – January 2019 |
| <ul style="list-style-type: none">Responded to tickets (Foot Prints by BMC) for over 90 locations with over 2000 usersPushed OS images and software packages using KACE ApplianceAssisted in point-of-sale PC and credit card reader upgrade rollout | |

| | |
|---|------------------------------|
| THERMON MANUFACTURING | San Marcos, TX |
| PC Technician | November 2015 – January 2018 |
| <ul style="list-style-type: none">Supported over 300 onsite users and over 1000 remote users for both hardware and software issues via in person, telephone calls, emails, and Skype for Business chatDocumented, tracked, and monitored issues using Manage Engine Service Desk ticketing systemUtilized Windows Remote Desktop connection, Dame Ware Remote Support, Team Viewer, Go ToAssist to provide remote supportCreated and deleted/disabled employee accounts and computers in Active DirectorySetup/imaged new machines with Microsoft Windows 10 Enterprise using MDT (Microsoft Deployment Toolkit) and deployed hardware then preformed software installsCompiled VMs using VMware ESXi and vCenter and created OS images on a VM to then exported to MDT for PC deploymentsManaged Antivirus protection and Firewall using Symantec End Point Protection Manager | |

I applied for the renewal of N+ certificate.

Anthony Santos

has successfully completed the requirements to be recognized as



COMP001020106775

CANDIDATE ID

Monday, May 17, 2010

CERTIFICATION DATE

A handwritten signature in black ink, appearing to read "TTh", is positioned above the name of the President & CEO.

TODD THIBODEAUX, PRESIDENT & CEO

Code: SRVQGGGBBKEQ2WJH

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



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Certificate Verification

Anthony Santos**CompTIA Network+ ce**Expired
2014-May-26

Please enter the fulfillment verification code from the certification certificate and click submit to verify the fulfillment. Verification information is displayed above this text. After viewing the verification information, you may continue to use this form to verify additional certificates as needed.

Verification Code TSZYBEYBPH44KND2

Submit

CompTIA | [Privacy Statement](#)

Anthony Santos (COMP001020106775)

JACKSON FRESNEL

-
- Professional **IT experience** in system configurations and maintenance, design, develop, build and deployment of web applications, break fix, VoIP Phones, servers, switchers, routers set up, Low voltage cabling cat5, cat6, fiber.
 -
 - **DevOps Engineer** with hands-on experience supporting, automating, and optimizing mission critical deployments in AWS, leveraging configuration management, **CI/CD, and DevOps** processes.
 - I take the initiative in supporting, automating, and optimizing deployments with the ability to demonstrate initiative, self-motivation, and possess a strong sense of urgency.

2decades of knowledge of all popular operating systems. Configuration of operating systems, servers, switches, racks, networks, file shares, maintaining backups, recovering data.

maintaining VMWare and Hyper-V environments

Expertise

- ✓ **Ticketing tool** - JIRA
 - ✓ **Monitoring tool** – Nagios
 - ✓ **OS** – Linux/Unix, Mac OS, Windows
 - ✓ **Web Server** – Apache Tomcat
 - ✓ Extensive experience in developing and maintaining **CI/CD pipelines** using tools such as **Jenkins, Maven, Docker, Nexus, Artifactory, Slack and Azure pipelines**
 - ✓ Extensive experience in distributed **Agile and Scrum** methodologies to develop best practices for software development and implementation
 - ✓ Strong experience in migrating applications to **AWS** cloud platforms
 - ✓ Strong experience in working with version control systems such as **Git, GitHub, Bitbucket, Azure Git**
 - ✓ Experience working with developing scripts and automation tools used for **building, integrating and deploying software releases to multiple environments.**
- Strong experience in code quality and code coverage tools such as **SonarQube, JaCoCo** and **JUnit.**
- ✓ Good knowledge of virtualization and container technology like Docker.
exposure to configuration management tools such as **Terraform, Ansible.**
 - ✓ Strong knowledge on practicing **TDD**, automating Junit tests using **Maven in Jenkins.**
 - ✓ Participated in the release cycle of the product which involved environments like **Development, QA UAT and Production.**
 - ✓ Worked with project documentation and documented other application related issues, bugs on internal wiki website.
 - ✓ A highly motivated, energetic individual, strong written and verbal communication skills, hardworking, reliable, team player.

Professional Experience

SEIGOSOFT GLOBAL SERVICES ROCHESTER, NY (Remote)

DEVOPS ENGINEER

07/2018 to Current

In this project, as a Cloud DevOps Engineer, I am responsible for migrating applications into AWS cloud by creating CI/CD pipelines using Jenkins.

Contributions:

- High proficiency and extensive experience in **Agile** and **Scrum** methodologies for software development and implementation
- High proficiency and extensive experience in setting up **Pipeline as Code (PaC)** for **CI/CD** using tools such as **Jenkins, Maven, Nexus, Artifactory, Slack, Docker and AzureDevops**
- High proficiency and extensive experience in **Version Control Systems (VCS)** such as **Git, GitHub, Bitbucket, Azure Git**
- Strong experience in code quality, quality gates and code coverage such as **SonarQube, JaCoCo and JUnit**
- Strong experience and exposure to **Infrastructure as a Code (IAC)** and **Configuration Management** tools such as **Terraform and Ansible**.
- Strong knowledge and experience in **Test Driven Developments (TDD)**, and automating test using **Maven in Jenkins**
- Strong experience in migrating applications to cloud platforms such as **AWS and Azure**
- Good hands on experience working with developing scripts and automation tools used for **building, integrating and deploying software releases to multiple environments**
- Good knowledge in scripting languages and language syntax such as **GitBash, Groovy, JSON, YAML, Python and Ruby**
- Good knowledge of virtualization and container technology such as creating **Dockerfiles** and working with **Docker containers**
- Strong Knowledge in **Tomcat**, WebLogic servers on Operating Systems such as **Linux VMware**
- Good Knowledge of **Linux** Operating System
- Knowledge in **AWS** services such as **EC2, Load Balancers, EBS, RDS, Aurora, ElasticCache, Route53, Amazon S3, Athena, CloudFront, VPC, and NACL**.
- Some knowledge in setting up **Kubernetes** cluster using Amazon EKS
- Successfully participated in the release cycle of products involving environments such as **Development, QA and Production**

- A highly organized, motivated, energetic individual. Great team player with excellent team spirit, communication and inter-personal skill, and a good rational decision maker with critical and analytical thinking for solutions to problems.

SEIGOSOFT GLOBAL SERVICES — Rochester, NY

01/2017 – 06/2018

CLOUD ENGINEER

Cloud Engineer and was responsible for managing resources in cloud and maintaining **Continuous Integration and Continuous Deployment (CI/CD) pipeline** as well as implement DevOps transformation by working with agile teams to migrate applications to Azure platforms.

- Setup repos on **Azure Git**, and merge code from develop branch to master branch to make it ready for deployment.
- Migrated legacy applications to Microsoft **Azure** Cloud PaaS by setting up CI/CD pipelines on
- Integrated builds with code quality to check for **quality gates** using **SonarQube** and scripting it in **Groovy** so as to fail when condition isn't met.
- Introduced **TDD** that helped reduced the defects rate within the first 3 months in the team by 30%
- Created **WebApp (PaaS solution)** on Azure portal for deploying web application using **AzureDevops** pipeline
- Built and developed Docker container to break up monolithic applications into micro services which improved developer's workflow, scalability and speed.
- Prepared and presented SCM best practice for implementing continuous integration for the team.
- Implemented Release management workflow for QA and Prod environment.
- Configuration of server/storage infrastructures, custom tailored for clients
- Troubleshooting problems, and maximizing environment up-time
- Configuration all major Operating Systems - VMWare, Hyper-V, & Windows.
- Experience and in-depth knowledge of MCSE WindowsDell Servers, Switches, Storage, RMM
- Tech of the month 10+ times while in Storage Technician role (3 years)
- Worked with customers on backup solutions - Backup Exec, CommVault, Replication
- ✓ Developed scripts to automate network administration tasks and application deployment.
- ✓ Manage internal website including initial setup, configuration and ongoing management of services (Red Hat Enterprise, Apache, and MySQL etc.)
- ✓ Configured and administered Apache, TOMCAT, and FTP for Production servers.
- ✓ Ability to build and monitor services on production servers.
- ✓ Hardening of servers to prevent attacks and hacking and also generating SSH authenticating keys to secure the environment.

Additional Information

VMWARE 3.5 - 6.x

SERVER - Window NT - Window Server 2019

CLIENT - Windows 3.1- Windows 10

Linux & Unix proficient

Cisco, Netgear, Dell, HP switch administration and configuration DNS, DHCP,

SMB, NFS, SNMP, SMTP, IFWTRA

Kaseya, ITGlue, Connect wise Manage & Screenconnect, Lab Tech, Screen Connect, Storage Craft, Unitrends, and other RMM tools. Highly knowledgeable with RAID arrays

Education

Bachelor of Computer Science State University of New York (SUNY) College at Buffalo.

Associates of Information Technology State University of New York (SUNY) E.C.C South.

Training

Jenkins, Terraform, Ansible and Docker, hands on training on AWS and Azure.

Certs: CCNA Cisco Certified 2021; Linux+ 2021, Network Support Technician, MCSE

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CHARTER MEMBER

Microsoft Certified Solutions Expert



JACKSON FRESNEL

Has successfully completed the requirements to be recognized as a Microsoft® Certified Solutions Expert:
Messaging (MCSE) Charter Member


Steven A. Ballmer
Chief Executive Officer

Microsoft
CERTIFIED
Solutions Expert

Certification Number: 0209-0959

Achievement Date: May 16, 2013

Mujahid Ali

ORACLE APPLICATION DBA

SUMMARY:

Senior Oracle Core & Apps Database Administrator with 9+ years of experience on Oracle Applications 11i/12c, Oracle RAC and Core database including 10g, 11g and 12c on Linux, Sun Solaris, AIX and Windows Platforms. Having hands on experience on Oracle Backup and Recovery (RMAN, COLD & HOT), RAC, ASM, Data Guard, Oracle Performance Tuning, Exadata.

- Experience in Oracle Applications 11i/R12 DBA & Oracle DBA, providing 24x7 support of both Production & Development on Various Platforms.
- Experienced in Oracle Apps Administration and Sys admin tasks.
- Installation, Configuration & Deployment of Oracle E-Business Suite 11i/R12.
- Implemented Oracle Apps 11.5.10.2 with Oracle RAC.
- Azure Cloud: Azure Data Factory, SQL Database, SQL Data Warehouse, U-SQL, Data Lake, and more.
- Implementation of High Availability solutions with Oracle 11g/10g RAC, Physical and Logical Standby Databases (Data Guard).
- Installation, upgradation, configuration & troubleshooting Golden Gate 12c.
- Configured Golden Gate downstream mining and integrated components for Active-Passive and Active-Active replication.
- Primary technical resources to upgrade Oracle Goldengate from 11g to 12c in Exadata machine environment design Goldengate HA solutions by using Oracle 11.2.0.4 Clusterware functionality.
- Identify what causes slow startups.
- Monitor Golden Gate lag and statistics.
- Identify network and disk bottlenecks.
- Perform tuning of Manager, Golden Gate Extract and Replicate.
- Tuned Golden Gate to handle large volumes of data for high transaction tables.
- Expert in 11i Apps Cloning, Implemented new techniques for Apps Refreshes.
- Applied Patching, Upgrades, framework, SSL For 11i Apps.
- Application and Concurrent Manager load-balancing and Failover, Shared APPL_TOP configuration.
- Performed backups and tested crash recoveries using conventional Hot & Cold backups and RMAN.
- Proficient in performance tuning using Explain Plan, STATSPACK, TKPROF, AWR, ADDM
- Expertise in installing, maintaining and administering Oracle Applications 11i (11.5.8, 11.5.9, 11.5.10, R12) instances.

- Expertise in Maintenance, Patching, Cloning, troubleshooting and Performance tuning of Oracle Applications e-Business Suite.

SKILLS:

| | |
|----------------------------|---|
| Operating Systems | HP-UX, Sun Solaris, IBM AIX, Windows, Red Hat Linux, Oracle Enterprise Linux. |
| RDBMS | Oracle8i, Oracle 9i, Oracle 10g RAC, Oracle 11g RAC, Oracle 12c & Oracle 19c |
| ERP Applications | Oracle E-Business Suite 11.5.7, 11.5.8, 11.5.9, 11.5.10.2, R12.2 & R12.2.7 |
| Languages | SQL, PL/SQL, Java, C, UNIX Shell Scripting. |
| Tools | RMAN, OEM, OAM, SQL*PLUS, SQL*Loader, External Tables, Erwin, TOAD, Kintana. |
| EBS Specific Skills | Oracle Apps DBA, Sysadmin, Installation, Patching, Cloning Applications and database upgrade. |
| Tuning Tools | AWR, ASH, TKPROF, EXPLAIN PLAN, STATSPACK |
| Other | Discoverer, EMC, NetApp, Azure, Veritas. |

EXPERIENCE:

APR 2021 – Present

ORACLE POS Apps DBA/Oracle Retail Xstore Administrator, TJX Companies, Marlborough, MA

Experience in Oracle Applications DBA, Core DBA, Oracle XSTORE POS and Oracle Fusion Middleware. As a part of the global IT infrastructure management team, provided support for enterprise database and applications

Responsibilities:

- Worked on Oracle Retail Suite Applications like Micro Xstore and Point of sales.
- Upgrading and downgrading of registers.
- Used Azure extensively for ingesting data from disparate source system.

- Used MS Azure as an orchestration tool for integrating data from upstream to downstream systems
- Cloning DEV and TEST from PROD.
- Experience on Implementation, Maintenance of Oracle Apps R12.2.
- Experience on working with Oracle Exadata, Exalogic environments.
- Shift work and on call support work
- Work as part of a team and provide 24x7 support when required

Daily Activities:

Code Migration Support to Functional Consultants

- Handling tickets raised by functional/technical/business users
- Schema Reorg Activities to improve the performance
- Work on integration issues
- Work on Cluster setups for both applications and databases
- Work on Standby site setups for both applications and databases
- Interact with Network/OS teams on network setups and load balancer setups.
- Work on design related issues.

SEP 2018 – MAR 2021

ORACLE DBA/APPS DBA, TCS, [BOEING PROJECT] – TROY, MI

In-charge for maintaining and supporting various Instances 11.5.10 oracle application on RAC system and providing 24*7 support Design, Installation, Configure and upgrade of Databases Design, Installation and configuration of 11g and 10g RAC Cluster, ASM and Databases.

Responsibilities:

- Installation, configuration and upgrading of Oracle server software and related products.
- Installation, Upgradation, Configuration and Troubleshooting Oracle Golden Gate 19c, 18c & 12c.
- Installed & Configured Oracle Golden Gate JAgent to work with OEM.
- Configured Oracle Golden Gate Downstream mining and integrated components for active passive and active replication.
- Cloning DEV and TEST from PROD.
- Design Cloning strategies.
- Work on design related issues.
- Migrated data from 11g to 12c.
- In place migration from 12.1 to 12.2c
- Migrating data from 12c to 19c.

Environment & Tools: Oracle 19c, 18c, 12c/ 11gR1/R2, 10g, RAC, ASM, OEM Grid Control, Oracle EBS 11i/12.1 and TOAD.

APR 2016 – AUG 2018

ORACLE DBA/APPS DBA, FEDERAL RESERVE BANK – RICHMOND, VA

Responsibilities:

- Instance planning from patch to production instances.
- 9i to 10g RAC upgrade on HP/UX Itanium.
- Implemented SSO/OID - AD to OID and EBS to OID.
- Implemented Canadian French Language.
- Discoverer Upgrade from 4i to 10g.
- Implemented Oracle Enterprise Manager (OEM) and configured all the databases to it.
- Cloning the Application Instances as per functional and technical requests from RAC to RAC and RAC to non-RAC.
- Using Ring Master, SQL Backtrack, 10g OEM and Remedy software.

Environment & Tools: Oracle 12c/ 11gR1/R2, 10g, RAC, ASM, RMAN, OEM Grid Control, and Oracle EBS 11i/12.1

AUG 2014 – MAR 2016

SR. ORACLE APPS DBA, WAUKESHA COUNTY - WAUKESHA, WI

Responsibilities:

- Administration/Maintenance of 12c/11g R2 VLDB databases (10 TB) on Red Hat Linux 3Node Cluster and a 11g R2 node cluster.
- Performance Monitoring, Troubleshooting and Tuning at Instance level.
- Supporting three tier applications consisting of Web based Front End, Web Logic Application and Oracle backend database.
- Perform Oracle Application administration tasks, analysis, installation, configuration, troubleshooting and performance tuning.
- Design, estimate, propose, build, and document enterprise architecture solutions and systems based on Oracle technology offerings in complex environments in addition to the management of day-to-day support for ASCP Planning Applications.

Environment & Tools: Oracle 12c/ 11gR1/R2, 10g, RAC, ASM, OEM Grid Control, Oracle EBS 11i/12.1 and TOAD.

NOV 2012 – MAY 2014

EBS ORACLE DBA, AMERIPRISE FINANCIAL - MINNEAPOLIS, MN

Responsibilities:

- Monitored and maintained Oracle databases applications.
- Worked across teams to enhance performance of Oracle database and applications.
- Performed 11i & R12 Apps Cloning and implemented new techniques for enhancing application performance.
- Implemented High Availability solutions for Oracle 11g, Fusion, Tuning, Configuration and Provisioning Pack.
- Executed backup and recovery techniques using RMAN and processed multiple items of Oracle EBS 11.

Environment & Tools: Oracle EBS 11i/12i, Oracle 11g, RMAN, Exadata, RHEL 5, 6.

APR 2011 – OCT 2012

ORACLE DBA/APPS DBA, CARTUS - DANBURY, CT

Responsibilities:

- Provided day-to-day operation DBA/APPS DBA support.
- 24*7 production support and monitoring to ensure proactive problem recognition and resolution of various issues related.
- Installed and configured a 2 node RAC on Solaris 11.
- Ensuring regular RMAN backups are in place and Validate RMAN backups Daily.
- Cloned oracle production databases for development and testing.
- Creating database links and copying data using DB links.
- Converting the single instance database to RAC database for test instance

Environment & Tools: Oracle Database10g, 11g, Oracle EBS 11i, Exadata, RHEL 5, 6, Solaris 10, 11

EDUCATION:

2007 – 2010

BACHELORS OF COMPUTER SCIENCE, CAMPBELL UNIVERSITY

CERTIFICATES

- Oracle Cloud Infrastructure 2023 Certified Foundations Associate
 - Oracle Database Administrator 2023 Certified Foundations Associate (1Z0-1105-23)
-

REFERENCES:

Shall Provide Upon Request

ORACLE.

Certified Associate

THIS CERTIFIES THAT

Mujahid Ali

Is RECOGNIZED BY

THE ORACLE CERTIFICATION PROGRAM AS AN

Oracle Database 10g Administrator Certified Associate

Date **January 31, 2014**

elce

P.....Ident, Oracle COOJ>O..don



PAVEL MOROZOV

| WEBSITE, PORTFOLIO, PROFILES

- <https://digitalpavel.github.io/my-resume/>
- <https://github.com/digitalPavel>
- <https://www.linkedin.com/in/pavel-morozov-1483561b2>

| PROFESSIONAL SUMMARY

Proven ability to excel in dynamic fast-paced environments and achieve quality deliverables within timelines. Strong analytical skills. Quick learner with great sense of duty, responsibility, punctuality and teamwork.

Books International Inc. - Software Developer
Sterling, VA • 02/2022 – 06/2023

- Utilizing Microsoft's .NET infrastructure to develop software applications with use C#, .NET Core/.NET Framework.
- Developed web applications using modern technologies such as JavaScript, and ASP.NET Blazor WASM, as well as standard web development languages including HTML5, CSS3, and Bootstrap and integrated backend services such as RESTful API.
- Performed code upgrades, configurations, and debugging to ensure high-quality software products, and conducted unit testing using MSTest.
- Employed Postman for API development, testing, and troubleshooting, ensuring reliable and robust APIs for smooth integration.
- Participated in migration projects to modernize legacy codebases, including migration from Node.js to .NET and from Legacy JavaScript to Node.js for print

| SKILLS

Languages: C#, Swift, Python, JavaScript, SQL, TypeScript

Development Platforms: NodeJS, .NET

Web App Frameworks: ASP.NET Core Blazor Server/Blazor WASM/Razor Pages, Angular

Database: MySQL, SQL Server, JDBC , ODBC

DevOps Tools: Jenkins

Testing Tools: Selenium WebDriver, Selenium IDE, Selenium Grid, PyTest, MSTest, Postman

Cloud Platform: Azure

Project Management Tool: JIRA

IDE: Visual Studio, Visual Studio Code, PyCharm

Methodologies: Agile/SCRUM

Operating Systems: Windows (10, 11)

Others: Git, GitHub, JSON, XML, REST API, Entity Framework, HTML5, CSS3, Bootstrap, MVC, Microsoft Excel/Word/PowerPoint, Adobe Acrobat

| EDUCATION

Belarusian State University of Informatics and Radio Electronics

Minsk, Belarus • 07/2019

Bachelor of Science: Computer Science

Minsk Radio Engineering College

Minsk, Belarus • 06/2015

Diploma: Information Technology Software

workflow.

- Utilized XML and JSON data formats extensively to perform a wide range of tasks, including retrieving, computing, storing data etc.
- Worked with SQL and stored procedures to efficiently retrieve and manipulate data.

Target Labs Inc - QA Automation Engineer

Vienna, VA • 08/2019 - 10/2021

- Participated in daily SCRUM meetings, collaborating with cross-functional teams to ensure seamless product delivery.
- Conducted both manual and automated testing, utilizing Selenium WebDriver with Python and Pytest to create robust test scripts for web-based applications.
- Logged and tracked defects using Jira, ensuring comprehensive and accurate bug reporting and resolution.
- Conducted thorough back-end testing using SQL queries, ensuring reliable database performance and data integrity.
- Performed API testing using Postman, ensuring seamless integration between web-based applications and external APIs.
- Worked in an Agile team environment, participating in sprint planning etc.

| CERTIFICATIONS

Learnix Center

QA/Software Testing • 2019

Stepik

Automation Testing • 2019

Microsoft

Microsoft Azure AI Fundamental • 2023

SIMFLOYD

UNIFIED COMMUNICATIONS ENGINEER

PROFILE SUMMARY

I have fifteen years working in the telecommunications industry. I branched out into video conferencing and associated networking 9 years ago. Since the transition, I have gained experience in Cisco Unified Communication Manager, Cisco Unity Connection, and other various Cisco products. Most recently, I have attained a Microsoft Teams Administrator Associate certification and gained more Microsoft Cloud Enterprise skills through my certification in Microsoft Azure Cloud Fundamentals.

PROFESSIONAL SKILL

| | |
|---------------------|-----------|
| CUCM | Wireshark |
| CUC | Calabrio |
| CCCE | Zendesk |
| SIP Trunking | VOSS |
| Splunk | |
| Regular Expressions | |

TECHNICAL SKILL

| |
|--|
| Teams Administrator |
| Teams Governance |
| Teams Lifecycle Management |
| Manage Security and Compliance for Teams |
| Office 365 |
| Powershell |

CERTIFICATIONS

Microsoft Teams Administrator Associate

Issued Jan 2022 - Expires Jan 2024
f37158ab-cae2-4fff-9f69-965703b13c4d
<https://www.credly.com/badges/f37158ab-cae2-4fff-9f69-965703b13c4d>

Microsoft Azure Fundamentals

Issued July 2022 - Expires Never
a0b40191-9588-4797-a380-944675607039
https://www.credly.com/badges/a0b40191-9588-4797-a380-944675607039/public_url

WORK EXPERIENCE

Unified Communications Technician Intrado, West Point, GA

May 2018 – Present (4 years 11 month)

Manage Cisco IP Communicator and Jabber device registrations, build user profiles on Cisco Unified Communications Manager and Cisco Unity Connection, setup translations, call routes, LDAP synchronization with Active Directory, call quality triage, and SIP dialing log investigations specifically with Cisco Contact Center Enterprise. I recently began Microsoft Teams administration and support (Microsoft Teams Administrator Associate Certified) and am actively studying to advance to Cloud Administration (IaaS, PaaS, and SaaS solutions).

Video Network Operations Center Technician
Intrado, Valley AL

May 2013 – May 2018 (5 years 1 month)

Host and manage live video meetings for clients. Live troubleshooting of video quality issues tied to expressways, call quality, and RTP details.

Event Specialist Operator
Intrado, West Point GA

Oct 2006 – May 2013 (6 years 8 months)

Responsible for the management of audio conference calls for a multitude of companies and organizations throughout the U.S. and abroad.

| |
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|--------------------------|



Sim Floyd Jr

Voice Operation Center Engineer | Intrado

2 badges



**Microsoft Certified:
Azure Fundamentals**
Microsoft



**Microsoft 365
Certified: Teams
Administrator
Associate**
Microsoft

Professional Summary:

9+ years of intensifying Project Management experience with an MBA (Cyber Security), Master's in Computer Science and Bachelors in Computer Science.

- Experience in multiple roles as Project Manager and SCRUM Master in the Ecommerce, Retail and Telecom with thorough knowledge of Software Development Life cycle (SDLC).
- Certified PM and Sr. Scrum Master and Project Manager with experience in areas of Business Analysis, System Analysis, Software Development, managing multiple Agile teams, SCRUM, SAFe, Coaching, Logistics, implementing complex e-commerce web applications.
- Proficient in Software Development Methodologies like Waterfall, SCRUM, Lean KANBAN, and Waterfall-SCRUM Hybrid.
- Excellent understanding of software development life cycle (SDLC) methodologies such as Waterfall, SCRUM-Agile, Hybrid Waterfall-SCRUM framework, SCRUM ban, XP (extreme programming) and Scaled Agile Framework (SAFe).
- Proficient in Microsoft Office tools like MS Access, MS Visio, MS Excel, MS Word, MS PowerPoint and MS Project.

SKILLS:

| | |
|---------------------------------|--|
| Operating Systems | Windows 7,8,10,XP/Vista/Mac OS X |
| Modeling Tools | Rational Rose, MS Visio, Lucid Chart |
| SDLC Methodologies | Waterfall, Agile-SCRUM, Waterfall-SCRUM Hybrid, SCRUMban, SAFe |
| Web Service | SOAP, REST, AJAX, XML, JSON, WSDL, WADL, XSD, DOM. |
| Data Warehousing | Data Modeling, Data Marts, OLTP, OLAP, Data Mining, Slicing/Dicing, Drill Up/ Drill Down, Pivot, Informatica Power Center, CA Platinum Repository |
| Requirement Management | MS Office, JIRA, TFS, Version One, HP-ALM |
| Project Management Tools | MS Project, MS SharePoint Server, Confluence, JIRA, Rally, Azure |
| Testing Tools | HP QC/ALM v11.5, Bugzilla, Selenium, Load Runner, Cucumber |
| ETL Tools | Informatica PowerCenter Server Data Tools |
| Reporting Tools | Tableau Desktop, IBM Cognos, MS Office Suite, MicroStrategy, Google Analytics, SSRS |
| Languages | HTML, SQL, JavaScript, Java, C, Python |
| IDE | MS Visual Studio, Eclipse |
| Databases | MySQL, Oracle, MS Access, HBase, Dynamo DB |

Educational details:

Master of Science (Computer Science)
New York Institute of Technology, NY

Professional Work Experience:

Client: Direct TV, Houston, TX

Sept '22 – Present

Role: Project Manager

Responsibilities:

- Handled Privacy and legal policy pages according to each state mandate and also stream service pages of Directv for both desktop and Mobile based React.js UI application.
- Demonstrable skills to proactively identify, document, and communicate changes to original project scope of any managed project
- Manage projects to provide business solutions. Give the project team directions and maintain control of progress, quality and budget.
- Identify impediments, and enable teams to complete their deliverables.
- Managing 3 teams and successfully, delivered 2 projects and 1 project in progresses which are available both on Mobile, iOS and desktop applications.
- Good skills and knowledge of leadership, facilitation, situational awareness, conflict resolution, continual Improvement, empowerment, and increasing transparency

Client: H&A Global Enterprises Inc, Edison, NJ

Duration: Feb '19 – Aug '22

Role: Project Manager:

Responsibilities:

- Managed Ecommerce and CRM technology projects or multiple technical work streams within a broader project or program. Developed, implemented, and monitored project plans. Contributed expertise to major Project deliverables, milestones, and required tasks.
- Communicated project status and issues regularly to stakeholders, including leaders, team members, and senior managers.
- Experience with cloud providers such as Office 365 and Microsoft Azure.
- Experienced in the delivery of Azure Cloud automation project streams.
- Participated in developing and maintaining team standards, tools, and best practices
- Created and published weekly status reports and weekly dashboards
- Mitigated impediments during the sprint in terms of issues and risks
- Tracked and communicated team velocity and sprint/release progress and another metrics
- Ensured timely review, approval and sign-off the deliverables

Client: IT Asset Management Group, Farmingdale, NY

Aug '17 – Jan'19

Role: Scrum Master/ Project Manager

Responsibilities:

- Communicated project status and issues regularly to stakeholders, including leaders, team members, and senior managers.
- Handled a team who created Mobile web applications with responsive web design, through uses of Bootstrap, CSS. Additionally Mobile programming with IOS and android.

- Cloud experience with MS Azure.
- Used JIRA to maintain product backlog and sprint backlog and to create and track user stories, Sprint planning, tracking and managing sprints, created status reports and burn down charts.
- Participates in special projects and performs other duties as assigned.
- Prepare product burn down chart to track the remaining product backlog effort from one sprint to the next.
- Environment- SCRUM, Jira, UML, MS Visio, MS Project, **SQL**, Tableau, PL/SQL, MS Office, MS **SQL Database**, PowerPoint and Excel

Client: T-Mobile, Seattle, WA

Jun '15 – Aug '17

Role: Project Analyst

Responsibilities:

- Manage projects with top-down oversight throughout entire execution to ensure success as defined by adherence to standards of scope, budget, and timeline.
- Develop comprehensive project plans, requirements with company goals and coordinate various managers and technical personnel during all project phases, from initial development through implementation.
- Frequent follow ups and reminders to team on updating rally tasks on daily basis for more accurate reporting.
- Worked with product owners during sprint review sessions to make sure all stories met the Definition of Done and get the stories accepted within the sprint.

Environment: Google Tag Manager (GTM), Dynamic Tag Manager (DTM), Google Analytics, Google Analytics Premium, AdWords, Dynamic Tag Manager (DTM), Firebug, HP Quality Center, HTML JavaScript, XML, Microsoft Excel, Microsoft Word, PowerPoint, Windows XP OS

Client: Snapdeal, Hyderabad, India

Aug '13 - Dec '14

Role Analyst (Data Analytics)

Responsibilities:

- Responsible for delivering various business performance reports across stores and web channels.
- Spearheaded verification of testing and defect management framework.
- Involved in identifying trends, patterns and paths using Google Analytics.
- Performed debugging to enable end-to-end, client-facing testing of websites and mobile apps for iOS and Android platforms.
- Leveraged requirements and solution design documents to inform development of testing strategies, plans, and cases.
- Achieved and sustained a 50% higher rate of defect discovery, ensuring delivery of a higher quality product to customers.
- Leveraged “what if” analysis strategies to increase functional test cases by 50%.

Environment: Google Analytics – Google Analytics Premium, AdWords, Dynamic Tag Manager (DTM), Google Tag Manager (GTM), Tableau, Firebug, HP Quality Center, HTML JavaScript, XML, Microsoft Excel, Microsoft Word, PowerPoint.

Request for Proposals #0464

To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25, 2023.

Acknowledge Receipt of Addenda: Number: 01
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: SONUS SOFTWARE SOLUTIONS INC.

Address: 504 W 800 N,
OREM, UTAH 84057

Phone Number: 801-770-3133 Fax Number 801-382-1994

Type Name of Person Authorized to Sign: SONICA KOMMU

Title of Person Authorized to Sign: PRESIDENT

Signature of Person Authorized to Sign: K. Sonica

Email Address of Person Authorized to Sign: rfp@sonussoftwareinc.com

Date: 08-23-2023

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

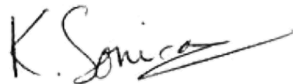
CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF DIRECTORS OF
SONUS SOFTWARE SOLUTIONS INC.
INCORPORATED.

AT THE MEETING OF DIRECTORS OF SONUS SOFTWARE SOLUTIONS INC.
INCORPORATED, DULY NOTICED AND HELD ON 23rd January 2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT SONICA KOMMU, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF DIRECTORS OF SAID CORPORATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.



SECRETARY-TREASURER

08-23-2023

DATE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/23/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| PRODUCER Technology Insurance Associates InsureYourCompany.com/Techsmart Insurance Agency 225 Gordons Corner Road 2B Manalapan NJ 07726 | CONTACT NAME: Benjamin Levenson PHONE (A/C, No, Ext): (888) 242-4675 FAX (A/C, No): (732) 862-1177 E-MAIL ADDRESS: Ben@insureyourcompany.com | | | | | | | | | | | | | | | | | | | | | |
|--|---|-------------------------------|--|--------|------------|---------------------------------|-------|------------|----------------------|-------|------------|---|-------|------------|----------------------------|-------|------------|--|--|------------|--|--|
| INSURED Sonus Software Solutions, Inc 504 W 800 N Orem UT 84057 | <table><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A:</td><td>Sentinel Insurance Company Ltd.</td><td>11000</td></tr><tr><td>INSURER B:</td><td>Hartford Multi-State</td><td>00914</td></tr><tr><td>INSURER C:</td><td>Philadelphia Indemity Insurance Company</td><td>18058</td></tr><tr><td>INSURER D:</td><td>Hartford Fire Insurance Co</td><td>19682</td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></table> | INSURER(S) AFFORDING COVERAGE | | NAIC # | INSURER A: | Sentinel Insurance Company Ltd. | 11000 | INSURER B: | Hartford Multi-State | 00914 | INSURER C: | Philadelphia Indemity Insurance Company | 18058 | INSURER D: | Hartford Fire Insurance Co | 19682 | INSURER E: | | | INSURER F: | | |
| INSURER(S) AFFORDING COVERAGE | | NAIC # | | | | | | | | | | | | | | | | | | | | |
| INSURER A: | Sentinel Insurance Company Ltd. | 11000 | | | | | | | | | | | | | | | | | | | | |
| INSURER B: | Hartford Multi-State | 00914 | | | | | | | | | | | | | | | | | | | | |
| INSURER C: | Philadelphia Indemity Insurance Company | 18058 | | | | | | | | | | | | | | | | | | | | |
| INSURER D: | Hartford Fire Insurance Co | 19682 | | | | | | | | | | | | | | | | | | | | |
| INSURER E: | | | | | | | | | | | | | | | | | | | | | | |
| INSURER F: | | | | | | | | | | | | | | | | | | | | | | |

COVERAGES**CERTIFICATE NUMBER:** 185066**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|--|----------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | X | 13SBMUM6557 | 05/19/2023 | 05/19/2024 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 |
| A | <input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED <input checked="" type="checkbox"/> AUTOS ONLY HIRED <input type="checkbox"/> AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED <input checked="" type="checkbox"/> AUTOS ONLY | | X | 13SBMUM6557 | 05/19/2023 | 05/19/2024 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| A | <input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> RETENTION \$ 10,000 | | | 13SBMUM6557 | 05/19/2023 | 05/19/2024 | EACH OCCURRENCE \$ 6,000,000 AGGREGATE \$ 6,000,000 |
| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | Y/N <input checked="" type="checkbox"/> N | N/A | 13WECAP3184 | 05/19/2023 | 05/19/2024 | <input checked="" type="checkbox"/> PER STATUTE E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000 |
| D | Professional Liability (E&O) | | | 13TE0517803 | 03/01/2023 | 03/01/2024 | \$3,000,000 Occurrence / \$3,000,000 Aggregate |
| D | 3rd Party Crime | | | 13TP0456780 | 05/24/2023 | 05/24/2024 | \$3,000,000 Occurrence / \$3,000,000 Aggregate |
| D | 3rd Party Cyber Network | | | 13TE0517803 | 03/01/2023 | 03/01/2024 | \$3,000,000 Occurrence / \$3,000,000 Aggregate |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Jefferson Parish, its Districts Departments and Agencies under the direction of the Parish President and the Parish Council as additional insureds.

CERTIFICATE HOLDER**CANCELLATION**Shanna Folse
Jefferson Parish, Department of Purchasing,
200 Derbigny Street, Suite 4400
Gretna, LA 70053

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Benjamin Levenson

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ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

CERT NO:185066

Benjamin Levenson

08/23/2023

Request for Proposal

AFFIDAVIT

STATE OF UTAH

PARISH/COUNTY OF Utah

BEFORE ME, the undersigned authority, personally came and appeared: James Watt Kommu
_____, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized Director of Business Development of SONUS SOFTWARE SOLUTIONS INC. (Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B ✓ there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B ✓ There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B ✓ there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

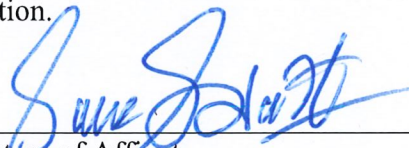
Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B ☒ There are **NO** subcontractors which would require disclosure under Choice A of this section.



Signature of Affiant

JAMES H. KOMMU
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 8th DAY OF August, 2023.



Notary Public

Emily Wendelboe
Printed Name of Notary

731237
Notary/Bar Roll Number

My commission expires May 18, 2027

