

Administrative Document Checklist

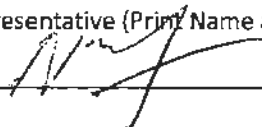
	Documentation Title	Read, Signed, or Submitted Vendor Initials
Failure to Submit any of the following items with proposal is cause for rejection		
1.	Statement of Ownership Disclosure Form	NA
2.	Disclosure of Investment Activities in Iran Form	NA
Mandatory items, required no later than the time period noted		
3.	Required Evidence of EEO/Affirmative Action Compliance, prior to contract award	NA
4.	Business Registration Certificate	NA
5.	W-9 Form	NA
Submit or Comply with the following		
6.	Experience and Qualifications	NA
7.	Insurance and Indemnification Certificate	NA
Read only		
8.	Americans with Disability Act of 1990 Language	NA
9.	Pay to Play Advisory (P.L. 2005, Chapter 271, Section 3 Reporting)	NA

This checklist is provided for vendor use in assuring compliance with required documentation, however it does not include all specification requirements and does not relieve the vendor of the need to read and comply with the specifications.

Date: 12-13-2023

Vendor name: Atlanta Trading & Engineering Consulting

Authorized Representative (Print Name and Title): Naeem Asghar , Director

Signature: 

Non-Collusion Affidavit

State of New Jersey

County of Morris

ss:

I, Naeem Asghar (name of affiant) residing in Randolph (name of municipality) in the County of Morris and State of New Jersey of full age, being duly sworn according to law on my oath depose and say that:

I am Director (title or position) of the firm of ATEC Wireless (name of firm) the bidder making this Proposal for the bid entitled IT Services (title of bid proposal) and that I executed the said proposal with full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Township of Rockaway relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

Atlanta Trading & Eng Consulting

Subscribed and sworn to

before me this day



Signature

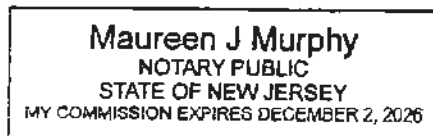
Naeem Asghar

Type or print name of affiant under signature

December 13, 2023

Maureen Murphy Notary public of
N.J. Morris County
My Commission expires 12/2/2026

(Seal)



Ownership Disclosure Certification

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This Statement Shall Be Included with All Bid and Proposal Submissions

Name of Business: Atlanta Trading & Engineering Consulting LLC

Address of Business: Ste:306, 1 Gatehall Drive, Parsippany, NJ 07054

Name of person completing this form: Naeem Asghar

N.J.S.A. 52:25-24.2:

"No corporation, partnership, or limited liability company shall be awarded any contract nor shall any agreement be entered into for the performance of any work or the furnishing of any materials or supplies, unless prior to the receipt of the bid or proposal, or accompanying the bid or proposal of said corporation, said partnership, or said limited liability company there is submitted a statement setting forth the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be.

If one or more such stockholder or partner or member is itself a corporation or partnership or limited liability company, the stockholders holding 10 percent or more of that corporation's stock, or the individual partners owning 10 percent or greater interest in that partnership, or the members owning 10 percent or greater interest in that limited liability company, as the case may be, shall also be listed. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member, exceeding the 10 percent ownership criteria established in this act, has been listed.

To comply with this section, a bidder with any direct or indirect parent entity which is publicly traded may submit the name and address of each publicly traded entity and the name and address of each person that holds a 10 percent or greater beneficial interest in the publicly traded entity as of the last annual filing with the federal Securities and Exchange Commission or the foreign equivalent, and, if there is any person that holds a 10 percent or greater beneficial interest, also shall submit links to the websites containing the last annual filings with the federal Securities and Exchange Commission or the foreign equivalent and the relevant page numbers of the filings that contain the information on each person that holds a 10 percent or greater beneficial interest."

The Attorney General has advised that the provisions of N.J.S.A. 52:25-24.2, which refer to corporations and partnerships apply to limited partnerships, limited liability partnerships, and Subchapter S corporations.

This Ownership Disclosure Certification form shall be completed, signed and notarized. Failure of the bidder/proposer to submit the required information is cause for automatic rejection of the bid or proposal

Part I

Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, sign and notarize at the end)
☐ Non-Profit Corporation (skip Parts II and III, sign and notarize at the end)
☐ Partnership
☐ Limited Partnership
☐ Limited Liability Partnership
☒ Limited Liability Company
☐ For-profit Corporation (including Subchapters C and S or Professional Corporation)
☐ Other (be specific): _____

Part II

- ☒ I certify that the list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be.

OR

- ☐ I certify that no one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or that no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be.

Sign and notarize the form below, and, if necessary, complete the list below. Please attach additional sheets if more space is needed:

Name: _____

Address: _____

Name: _____

Address: _____

Name: _____

Address: _____

Name: _____

Address: _____

Part III

Any Direct or Indirect Parent Entity Which is Publicly Traded:

"To comply with this section, a bidder with any direct or indirect parent entity which is publicly traded may submit the name and address of each publicly traded entity and the name and address of each person that holds a 10 percent or greater beneficial interest in the publicly traded entity as of the last annual filing with the federal Securities and Exchange Commission or the foreign equivalent, and, if there is any person that holds a 10 percent or greater beneficial interest, also shall submit links to the websites containing the last annual filings with the federal Securities and Exchange Commission or the foreign

equivalent and the relevant page numbers of the filings that contain the information on each person that holds a 10 percent or greater beneficial interest."

- ☐ Pages attached with name and address of each publicly traded entity as well as the name and address of each person that holds a 10 percent or greater beneficial interest.

AND

- ☐ Submit here the links to the Websites (URLs) containing the last annual filings with the federal Securities and Exchange Commission or the foreign equivalent.

AND

- ☐ Submit here the relevant page numbers of the filings containing the information on each person holding a 10 percent or greater beneficial interest.

Subscribed and sworn before me this 13 day of

December 2023.

Maureen Murphy
(Notary Public)

Naeem Asghar
(Affiant)

My Commission expires:

Maureen J Murphy
NOTARY PUBLIC
STATE OF NEW JERSEY
MY COMMISSION EXPIRES DECEMBER 2, 2026

Naeem Asghar [Director]
(Print name of affiant and title if applicable)

(Corporate Seal if a Corporation)

Part IV - Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that Rockaway Township is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with the Township to notify the Rockaway Township in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the Township to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Naeem Asghar

Title: Director

Signature: [Signature]

Date: 12/13/23

Chapter 25 of the Laws of 2012 (P.L.2022, C. 3; N.J.S.A. 52:32-55 et. seq.):

All government contracting units in New Jersey are now required to receive certification that the person or entity submitting a bid; proposal or accepts any renewal of contract awarded pursuant to a bid or proposal shall complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at www.state.nj.us/treasury/purchase/pdf/chapter25list.pdf. Bidders/proposers must review this list prior to completing the below certification. Failure to complete this certification will render a bid or proposal non-responsive.

PLEASE CHECK THE APPROPRIATE BOX

☒ I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. I will skip Part 2 and sign and complete the Certification below.

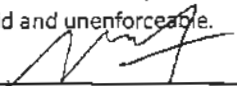
OR

☐ I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as nonresponsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN	
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.	
PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES PLEASE ADD ADDITIONAL PAGES.	
Name	Relationship to Bidder/Proposer
Description of Activities	
Duration of Engagement	Anticipation Cessation Date
Bidder/Proposer Contact Name	Phone#

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal

offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Signed 

Company Atlanta Trading & Engineering Consulting



MANAGED NETWORK AND IT SERVICE FOR ROCKAWAY TOWNSHIP

Atlanta Trading & Engineering Consulting

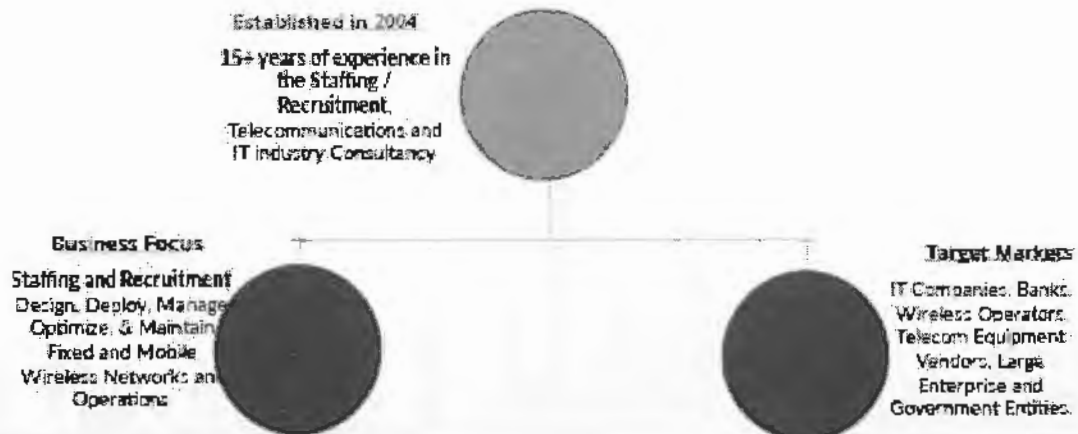
Ste#306, 1 Gatehall drive, Parsippany, NJ 07054

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1 COMPANY SNAPSHOT

Company Snapshot



Global HQ
 1 Gate hall Drive,
 Suite 202, Parsippany
 NJ 07054
 Office: +1 678 871
 2129

USA (South Region)
 5224 W. St Rd 46, Suite
 224, Sanford, FL 3277

Egypt
 19 Abdelazezez Eisa St,
 Nasr City, Cairo

Brazil
 Avenida Maria Estela
 64,
 Sao Paulo, SP
 09726-090

Germany
 Carlsplatz 24,
 Dusseldorf, Deutschland

2 SIGNIFICANT CLIENTS

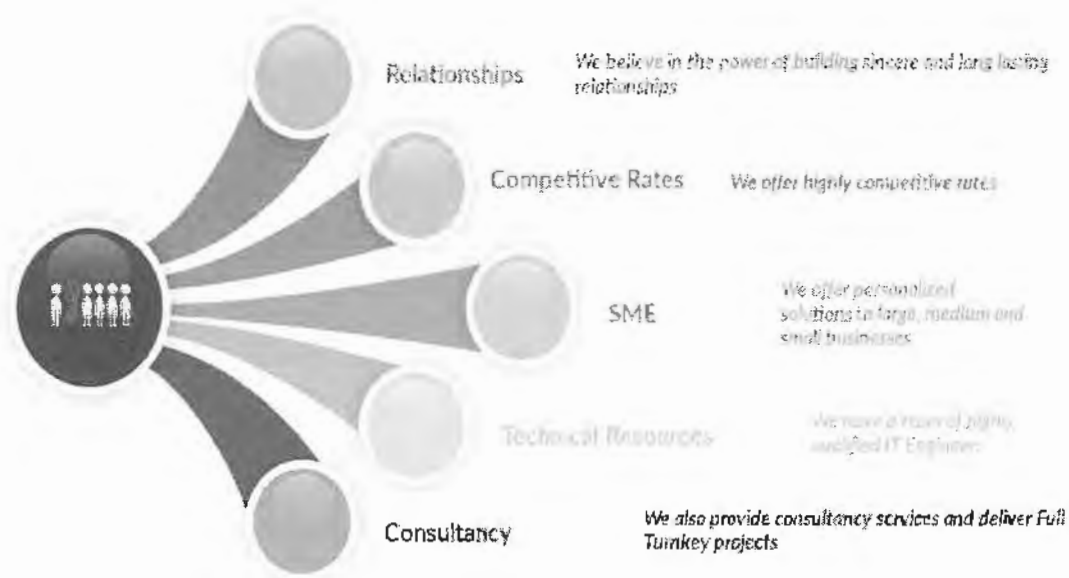


3 SERVICES

Turnkey Services



4 WHAT MAKES US DIFFERENT



5 OBJECTIVE

The purpose of this document is to outline the scope of work performed by ATEC wireless under Managed Services activities for different type of Active Network and IT equipment's.

5.1 GENERAL

ATEC wireless provides Manage Service in accordance with best Industry practices, using appropriately qualified personnel and all due care, skill and diligence toward its Rockaway Township sites that include and not limited to all installed, Managed and Monitor the Network and IT equipment's as illustrated below:

- a. Managed IT Help Desk (Desktop, Printers and Scanners),
- b. Managed Servers,
- c. Managed Antivirus,
- d. Managed Network Services,
- e. Managed Backup Services,

The ATEC shall manage the above-mentioned active nodes.

The ATEC shall take all measures to ensure support is provided by the most efficient methods as agreed mutually with Rockaway Township Management (phone, email) as per SLA.

5.2 ATEC WIRELESS FRONT OFFICE (FO)

The ATEC Wireless Front Office plays very critical role in maintaining the corporate customer services. The Front Office Engineers to ensure smooth operations of the services. Major responsibilities of the ATEC Wireless Front Office include, but not limited to the following:

- a. Overall service level fault management and monitoring for Managed Network and IT Helpdesk customers on 24x7x365 basis by professional team.
- b. Log Trouble Ticket immediately in ATEC wireless Trouble Ticketing System as per the agreed SLA.
- c. Attend Rockaway Township POC/end user calls and complaints via systems/email/calls and provide periodic updates.
- d. Diagnose Trouble Ticket, identify the root cause, interface with Rockaway Township POC, field operation and implement all possible solutions for restoring service within the agreed SLA.
- e. Maintain managed Rockaway Township's nodes, including but not limited to Software Upgrades, Configuration Changes, Configuration backups and syslog backups.
- f. Identify red flags or risks that may affect the manage Rockaway Township's Network/IT performance and highlight to Rockaway Township management with the proposed action plan to avoid service degradation or outages.
- g. Operate and update Fault and performance management systems to reflect new network/IT elements addition, modification or removal on the existing NMS fault and Performance management system platform and tools. In case, ATEC wireless decides to replace the NMS network management system or the platform to adopt new

- technologies, The Rockaway Township shall be obligated to use it. Additionally, The ATEC wireless shall be responsible to communicate, coordinate and follow-up with concerned personnel/POC within Rockaway Township for issues related to administration and authorize access to ATEC wireless designated Field Technical Staff.
- h. Work with concerned vendors within Rockaway Township to integrate/deploy any new Township Rockaway proprietary Applications.
 - i. Interface with ATEC Wireless Back Office to resolve escalated Customer Trouble Tickets (CTT). Additionally, follow up & update till resolution.
 - j. Study repetitive managed CTT to identify common root causes and make recommendations to optimize the performance of the services.
 - k. Ensure best security practices are applied on the managed network and IT nodes.
 - l. Maintain managed services nodes inventory records and track.
 - m. The Rockaway Township shall be responsible to share required technical information with ATEC Wireless that may support current and future transformation projects related to network/IT automation, modernization and digitizing all Operations workflow.
 - n. Initial Provisioning, installation, configuration requires to On-board a new Network and IT help desk related equipment's such as OS installation, Printer and scanner configuration, shall be done by the ATEC Wireless Front Office.

6 ATEC WIRELESS BACK OFFICE (BO)

Back office shall be working on 9x5 (Working Hours) while remaining on call to properly operate & maintain network and IT Helpdesk related equipment's. The ATEC Wireless shall provide qualified staff that shall be dedicated for and must comply with Rockaway Township rules and discipline policies. BO teams shall be certified. BO general tasks include, but not limited to the following tasks:

- a. Troubleshoot and resolve Managed Network and IT related issues across all technologies escalated by ATEC Wireless front office or other departments by applying permanent and workaround solutions, additionally closely coordinate with Field staff as required till resolution.
- b. Schedule and perform backup plans for all managed network elements across all technologies.
- c. Optimize traffic to enhance performance and customer experience. (e.g., re-routing, load sharing and latency optimization).
- d. Verify failover to standby system and provide mechanism for failover between servers.
- e. Comply with Rockaway Township IT Security policies, requirements and procedures on all devices and servers to avoid any risk/threat on network. Moreover, The ATEC Wireless shall deploy recommended IT Security policies including Device Hardening Configuration.
- f. Perform routine Maintenance activities, analyze results, and implement necessary remedial actions.
- g. Attend on-demand meetings with Rockaway Township POC to review overall service performances and to discuss any escalated incidents.
- h. Performing Rockaway Township's device configuration defined.

7 MANAGED SERVICES

7.1 IT HELP DESK (ITHD) (DESKTOP, PRINTERS AND SCANNERS)

The ATEC wireless shall be fully responsible to provide qualified staff that shall be dedicated for Rockaway Township and must comply with Rockaway Township rules and discipline policies.

ATEC Wireless shall provide required tools to perform all the below mentioned tasks in accordance with Rockaway Township guidelines and approval.

Desktop support team task includes, but not limited to the following:

- a. Attend managed Desktop End User calls and complaints via systems/email/calls.
- b. The ATEC Wireless shall be responsible to provide Desktop support covering Operating System and the set of applications which are under the agreement with the Rockaway Township.
- c. The ATEC Wireless will have remote access to the end user machine to troubleshoot the issue. In case the issue cannot be fixed remotely, The ATEC Wireless shall dispatch field team to solve the problem.
- d. Fulfill service requests for Operating System Template/s configuration and distribution.
- e. Maintain Desktop configuration as per standards.
- f. Deploy user profile configurations.
- g. Hardware asset inventory management (collection, update, audit and reporting).
- h. Deployment of critical operating system and software patches including service packs.
- i. Scheduled maintenance including deletion of temp files, disk de-fragmentation, registry cleaning, and internet debris clean up on bi-annually basis.
- j. Printer Support:
 - i. Resolution of incident related to printer's configuration.
 - ii. Fulfill service requests for printer's configuration.
 - iii. Maintain printer configuration as per client standard.
 - iv. Reactively monitor End user resources and take necessary action to enhance performance.
 - v. Maintain up to date firmware and drivers of printers
- k. Reactively monitor End user resources and take necessary action to enhance performance.

7.2 MANAGED SERVERS

ATEC wireless shall provide below Managed and Monitoring Services to Rockaway Township Servers. It will reduce risk of downtime, problem detection before happening due to any reason, increase productivity & efficiency.

5.2.1. Server monitoring provide multiple levels of monitoring to ensure that Rockaway Township server has maximum uptime. ATEC Wireless Managed Services ensures high levels of server OS/Systems reliability and uptime through constant monitoring and alerting the Rockaway Township POC based on the early warnings and errors.

- 24/7 Compute Performance Monitoring (CPU /Memory/ Disk Utilization)

- Services Monitoring (i.e. Apache, SQL), ATEC Wireless shall monitor the relevant services (as mutually agreed with the Rockaway Township). All default OS services will be monitored for status STOPPED or RUNNING.
- URL Monitoring, in case Rockaway Township running a public website, ATEC Wireless shall monitor any one website URL availability, if multiple websites are to be monitored than it will charge separately.

5.2.2. Server Management covers complete management of the server in terms of proactive monitoring, perform maintenance activities when required and change requests. It includes the management activities such as patching the servers, periodic health check, providing server support when there is a problem due to the infrastructure components such as operating system, Operating System Security hardening based on Rockaway Township 's application requirement etc. This ensures high levels of server reliability and uptime through constant monitoring, timely maintenance, and pro-active administrative tasks.

- a. Provisioning, installation, configuration of Windows and Linux Based OS.
- b. Registering OS with vendor when needed (Microsoft subscription, Red Hat Network, etc.)
- c. Investigating and troubleshooting incidents related to the OS.
- d. Taking corrective measures on alarms that arise from the monitoring system related to the OS. Such corrective measures may include performing configuration changes and applying patches.
- e. Engaging and following up with the OS vendor(s) as required. Would need Rockaway Township 's full support contract details and licensing portal access. It is also required that all OS and running applications has an active support agreement with approved vendors.

Note = Antivirus is a pre-requisite for all Windows/ Linux servers. In case any incident happened due to application or data corruption, ATEC Wireless shall not be responsible of data loss. It's recommended to take disaster recovery or Backup of all Servers.

8 MANAGED ANTIVIRUS SERVICE

- a. Manage and operate the antivirus solution through Antivirus management console.
- b. Keep Antivirus solution version up to date with latest release/version.
- c. Ensure All malware detection methods are enabled and functioning.
- d. Ensure Antivirus solution is updated with latest signatures and detection techniques.
- e. Ensure that endpoints are always receiving all updates and configuration.
- f. Ensure all newly added endpoints/servers are having Antivirus agent installed and updated with latest signatures and configuration. Rockaway Township POC need to inform ATEC Wireless team about newly added machines and ATEC Wireless team will guide the Rockaway Township to ensure a successful deployment and configuration of Antivirus agents across all newly added machines.
- g. Notify Rockaway Township in case of malware infection so Rockaway Township would act on infected machines and ATEC Wireless will apply whatever containment capabilities available on the antivirus solution management console.

- h. Apply Rockaway Township requests to implement required configuration on the solution management console such as endpoint policies, device control, encryption etc.
- i. Ensure that Antivirus solution license is valid and inform Rockaway Township about license expiry two months in advanced.
- j. Troubleshooting issues and solving related issue with the agreed SLA (remotely or on-site)

9 MANAGED NETWORK SERVICE

Managed Network Service is a part of our Managed Services portfolio. ATEC Wireless Managed Network Service is an end-to-end network management solution offering Network Device configuration, installation, monitoring, management, and support.

Managed Network Devices shall be configured to allow remote monitoring and management from ATEC Wireless 24x7x365. SNMP Performance monitors will be collected from the Network Devices on five (5) minutes intervals, to detect interface up/down status, and memory and CPU utilization. In case of a link problem, Network error, or exceeded threshold an alarm will be raised, and ATEC Wireless will log a TT-ticket, notify the Rockaway Township, and start working on resolving the incident as per the Service Level Agreements. This may include onsite intervention for hardware of link issue.

9.1 MANAGED ROUTER CONFIGURATION

- a. IP Routing (Default or Static Route)
- b. IP Addressing Services (DHCP)
- c. ACL (Add/Change/Delete)
- d. IOS Upgrade included (as per vendor recommendation)
- e. Port Allocation (LAN and WAN) and Labeling
- f. Network Addresses scheme and Naming Convention (WAN address and LAN scheme to be provided by Rockaway Township)
- g. NAT
- h. LAN, WAN and Virtual Interfaces
- i. Interface configurations (description, Speed, duplex)
- j. Router Hardening,
 - i. Change default passwords and set complex passwords.
 - ii. Configure AAA
 - iii. Shutdown unused interfaces
 - iv. Disable telnet access.
 - v. Restrict remote access to specific source(s)
 - vi. Restrict RW SNMP access to specific server(s)
 - vii. Harden SSH access (Number of authentication-retries, logging, timeout)
 - viii. Setup login warning banners
 - ix. Secure NTP protocol
 - x. Enable service password encryption.
 - xi. Disable services that are not required as applicable (e.g.: IP finger, IP boot server, IP DHCP, Domain-lookup, HTTP server, IP source routing)
 - xii. Enable SNMPV3
 - xiii. Establish Ingress and Egress address filtering policies.
 - xiv. Block ICMP (ping) requests (Upon Rockaway Township's Request)

9.2 MANAGED LAN CONFIGURATION

- a. Interface and Hardware.
- b. Layer 2 Network Management.
- c. Stacking Configuration.
- d. Patch upgrade of IOS, and Software Images.
- e. VLAN.
- f. Setup of SNMP.
- g. VLANs.
- h. Interface Configuration.
- i. Policy Based Routing (PBR).
- j. Switch Hardening.
 - i. Change default passwords and set complex passwords.
 - ii. Shutdown unused interfaces
 - iii. Disable telnet access.
 - iv. Disable Auxiliary Port
 - v. Configure Timeout for Login Sessions
 - vi. Configure switch port-security.
 - vii. Setup login warning banners
 - viii. Harden SSH access (Number of authentication-retries, logging, timeout.)
 - ix. Enable SNMPv2 or SNMPv3

10 MANAGED BACKUP SERVICE

- a. Operate a data backup and recovery service in accordance with backup and recovery policy and Performance Targets
- b. Align with the Rockaway Township related policies such as Backup, and Restore Policy, and Disaster Recovery and Business Continuity Policy – agree and maintain the backup policy and procedures in line with the Rockaway Township standards and Recovery objectives, and Performance Targets.
- c. Backup devices configurations including but not limited to: Network devices (Routers, Switches, SAN switches, etc), and Systems configurations.
- d. Manage, and perform the Backup images replication from Main site to DR site.
- e. Carry out replacements of backup media in line with the manufacturers' guidelines and/or diagnostic information produced as a result of backup and restore processes.
- f. Comply with the Backup and Recovery Policy to ensure that data restore is tested on a regular basis to verify integrity of backups and back-up media according to an agreed schedule with the Rockaway Township.
- g. Health check service (monthly, quarterly or every 6 months based on the Rockaway Township requirements).
- h. Troubleshooting issues and solving related issue with the agreed SLA (remotely or on-site).
- i. Vendor management to raise ticket, escalations, follow up.

11 FIELD MAINTENANCE SERVICES (FMS)

The objective of this FMS scope is to provide field services required to carry out the operation and maintenance of all Network/IT equipment and devices installed at Rockaway Township offices.

The ATEC Wireless shall be responsible to deliver below major scopes:

- a. Our field staff shall be available 24x7x365 to ensure optimal conditions of the network and Rockaway Township services managed by the ATEC Wireless.
- b. The ATEC Wireless shall be prepared to perform his obligations in a prompt, diligent, and professional manner.
- c. Troubleshooting includes collect username/ password & backup configurations, check physical connection and installation quality, power availability, reconfiguration, OS update/upgrade faulty hardware replacement, cable (FO or UTP) replacement, patch cord replacement, FO splicing, cabinet re-fix, ... etc.
- d. Troubleshooting devices failures and replacing them according to Rockaway Township instruction or location.
- e. All required passive equipment/materials required during the manage service (MS) period shall be provided by the Rockaway Township.

11.1 CORRECTIVE MAINTENANCE (CM)

The ATEC Wireless shall be responsible for the following:

- a. The corrective scope of work involves on-site support services for any trouble ticket that will be open by ATEC Wireless and assigned to the Field Staff.
- b. Visit the site after receiving the trouble ticket or when requested through phone, email or ticketing system according to the obligations response/restore time as defined in SLAs/KPIs section.
- c. Coordinate with the Rockaway Township POC for the visiting time (appointment schedule).
- d. Suitably update and complete all the field work in the maintenance request whether it is through manual form or ticketing system.
- e. Provide all details related to the fault, i.e. root cause, actions taken, result after implementing the corrective action... etc.
- f. Take all the necessary actions to resolve the assigned ticket and test the service with ATEC Wireless BO includes but not limited to:
 - i. Troubleshooting and reconfiguration till resolution for any incident related to software and hardware issue.
 - ii. Hardware and cables replacement
 - iii. Troubleshooting any incident related to the connectivity, performance and management issue.
 - iv. Full responsibility for change management requests.
 - v. OS updates and upgrade whenever required.
 - vi. Resolution of incident related Rockaway Township approved proprietary applications.

11.2 PREVENTIVE MAINTENANCE (PM)

- a. The objective of Preventative Maintenance is to keep the equipment operating in a stable and normal status, preventing deficiencies and degradations, thus enable the reduction of failures and corrective maintenance interventions.

- b. Preventive Maintenance comprises a program of activities, performed periodically. This includes physical checks, abnormality corrections, adjustments, tests, measurements, and cleaning.
- c. Preventive maintenance activity shall be scheduled with advance notice and performed according to the mutually agreed schedule. Preventive Maintenance Routine (PMR) shall be performed twice a year where all sites to be visited and checked.
- d. All Preventive Maintenance activities and results of the maintenance plans shall be logged, saved.
- e. The ATEC Wireless shall be responsible to collect Inventory information for all existing assets in the site and to add missing labels/tags.
- f. The field staff shall perform visual inspection, checking and verification of:
 - i. All cabinet, equipment, devices, cables, patching.
 - ii. Any alarm for all equipment/devices.
 - iii. All equipment connection including labeling inspection.
 - iv. Site environmental conditions (such as temperature, security, light, air conditioning...etc.).
 - v. All devices and cables shall be labeled and tagged all the time.

12 TICKETING SYSTEM

- a. In such scope ticketing system is very essential where the whole process can be automated from ticket creation, through assignment, till resolution as well as generate report, track, and maintain the SLA accurately.
- b. The ATEC Wireless shall use own trouble ticketing system which includes task like creating Trouble Tickets, updating worklogs, defining severity, root cause and action taken before closing the case.

13 REPORTING

There are several periodic reports to be shared by ATEC Wireless related to operational, preventative, and corrective maintenance activities:

- a. Monthly report.
- b. Trouble Ticket Update Report (TTUR)
- c. Incident report. (IR)
- d. Trouble ticket status (including open/closed trouble tickets).
- e. Any other report that maybe required by Rockaway Township.

14 PERFORMANCE MANAGEMENT

The ATEC Wireless ensure performance and capacity management of the managed Network and IT nodes. Performance Benchmarks are summarized below table. The ATEC Wireless shall work in proactive manner in case any of the performance benchmarks are at the risk of being violated.

Description	Target
CPU% Utilization	≤80%
Memory %	≤80%
Network Node Port Utilization	≤ 70%
CPE Temperature	≤100 Fahrenheit
License Utilization	≤ 70%

NOTE: ATEC Wireless may change these thresholds or add new parameters based on network growth or Rockaway Township recommendations.

14.1 SERVICE LEVEL AGREEMENT (SLA)

Response Time is defined as the time for any service affecting/non-service affecting event measured from the time a complaint is received.

Restoration Time is defined as the total time measured from the time a complaint is received through ticketing system, phone call, message, or email, whichever comes first, up to fault is cleared and ATEC Wireless BO confirmed that the service resume to work properly.

Severity Definition:

Incident Priority	Priority Definition	Severity Level	Example
Priority 1 (P1)	High service impact. Operationally critical failure of the supported system with no workaround or request for operationally critical information. A support request of this type prevents ATEC wireless Customer from completing vital business	Critical	Complete service outage
Priority 2 (P2)	Medium service impact. Operationally important failure of the supported system with no workaround or request for operationally important information. A support request of this type prevents ATEC wireless Customer from completing important business.	Medium	Partial Service Outage (Device down, but service supported by HA option)
Priority 3 (P3)	Low service impact. Failure of non-vital functionality of supported system or other non-vital services, request Fulfilment of non-critical request or inquiries	Low	Degraded service /intermittent issues/ inquiries

14.2 RESPONSE AND RESOLUTION SLA:

Information Sharing	Ticketing system, Emails, Phone calls.		
Severity	P1	P2	P3
Initial Response Time from Notification	15 Minutes	15 Minutes	30 Minutes
Time to Restore (TTR)* *Additional travel time may be added	4 hours	6 hours	8 hours
Project Management Review	Twice a year		
Maintenance Meeting and Reporting	Monthly		

15 MANAGED IT SERVICE PLAN INCLUDES: (SCOPE OF WORK)

- IT Support for up to 120 Devices, 2 Monthly meetings, Including: Servers, Laptops, printers, Scanners, Access points, workstations etc
- Professional IT Consulting Services.
- Network Administration Services.
- Patch Management, Microsoft Updates.
- Onsite and Cloud Data Backup Monitoring, Service & Maintenance.
- Data Server System Monitoring Services.
- Computer and Server, Software and Hardware Monitoring and Maintenance.
- Firewall Support, Service and Maintenance.
- Antivirus Software Alerting and Monitoring Services.
- Email System Administration.
- Technology Procurement Recommendations and Strategy Planning.
- Vendor Management for hardware and software.
- Hardware/Software Inventory Management.
- VPN configuration, Support and Management
- Tablet/Smartphone Email Configuration and Support.
- Infrastructure Security and Penetration Testing.

16 PRICING

Monthly: \$41,953 /Monthly

Annually: \$503,436/Year

Additional out of scope hours: Upon approval: \$185 per Hour.

Additional resource on site hours: Upon approval: up to \$250 per Hour.

Additional Meetings: \$150 per hour

Year 1: \$34,953/Month, + Monitoring tools & Software's/Month: \$7000 =\$41,953

Year 2: \$34,953/Month, + Monitoring tools & Software's/Month: \$7000 =\$41,953

Year 3: \$34,953/Month, + Monitoring tools & Software's: \$7000/Month =\$41,953

Year 4: \$34,953/Month, + Monitoring tools & Software's: \$7000/Month =\$41,953

Year 5: \$34,953/Month, + Monitoring tools & Software's: \$7000/Month =\$41,953

**Other Software licenses and vendor purchases will be billed directly to Township.*

17 NARRATIVE STATEMENT OF IT SERVICE CAPABILITIES

17.1 EXECUTIVE SUMMARY

ATEC Wireless is a leading provider of comprehensive and cutting-edge Telecom & IT services, committed to delivering innovative solutions that empower businesses to thrive in the digital era. With a proven track record of excellence, we pride ourselves on our ability to understand and adapt to the evolving technological landscape, ensuring our clients receive the highest quality services and support.

17.2 CORE COMPETENCIES

Strategic IT Consulting:

Our team of seasoned IT professionals excels in providing strategic consulting services tailored to meet the unique needs of each client. We collaborate closely with organizations to align their IT strategies with business objectives, enabling them to make informed decisions that drive growth and efficiency.

Infrastructure Management:

From designing robust and scalable infrastructure to ensuring seamless day-to-day operations, our experts specialize in managing diverse IT environments. We leverage the latest technologies to optimize infrastructure performance, enhance security, and minimize downtime, ensuring a resilient foundation for business operations.

Cloud Solutions

Recognizing the transformative power of cloud computing, we offer end-to-end cloud solutions that enable clients to harness the full potential of cloud platforms. Our expertise spans cloud migration, architecture design, and ongoing optimization, empowering businesses to achieve agility, scalability, and cost-effectiveness.

Cybersecurity Services

In an era of increasing cyber threats, our dedicated cybersecurity team employs advanced strategies to safeguard our clients' digital assets. We implement robust security measures, conduct regular assessments, and provide proactive threat intelligence to ensure a resilient defense against evolving cyber threats.

Custom Software Development

We excel in developing tailor-made software solutions that align with business processes and objectives. Our agile development approach ensures timely delivery of high-quality applications, whether it be enterprise-level systems, mobile apps, or custom integrations.

Ongoing Innovation

At ATEC Wireless we are committed to staying at the forefront of technological innovation. Our continuous learning culture, coupled with strategic partnerships with industry leaders, enables us to anticipate emerging trends and proactively incorporate cutting-edge solutions into our service offerings.

Conclusion

In an ever-evolving digital landscape, ATEC Wireless stands as a reliable partner. Our commitment to excellence, client-centric approach, and passion for innovation position us as a trusted ally in driving success through technology.

Please contact us at

Phone: 862-704-9495

Email: Saad.jamal@atecwirelss.com

**Atlanta Trading & Engineering Consulting
Equal Employment Opportunity Handbook**

1. Introduction

1.1 Handbook Disclaimer

The contents of this handbook serve only as guidelines and supersede any prior handbook. Neither this handbook, nor any other policy or practice, creates an employment contract, or an implied or express promise of continued employment with the Company. Employment with ATEC Wireless is "AT-WILL." This means employees or ATEC Wireless may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with ATEC Wireless for any set period of time.

The Company has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the president and the employee.

1.2 Welcome Message

Dear Valued Employee,

Welcome to ATEC Wireless! We are pleased with your decision to join our team.

ATEC Wireless is committed to providing superior quality and unparalleled customer service in all aspects of our business. We believe each employee contributes to the success and growth of our Company.

This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have questions regarding the handbook, please discuss them with your supervisor or the Office Manager.

Welcome aboard. We look forward to working with you!

Sincerely,

The Office Manager

1.3 Changes in Policy

Change at ATEC Wireless is inevitable. Therefore, we expressly reserve the right to interpret, modify, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time with or without prior notice. Changes will be effective on the dates determined by ATEC Wireless, and after those dates all superseded policies will be null and void. No individual supervisor or manager has the authority to alter the foregoing. Any employee who is unclear on any policy or procedure should consult a supervisor or the Office Manager.

2. General Employment

2.1 At-Will Employment

Employment with ATEC Wireless is "at-will." This means employees are free to resign at any time, with or without cause, and ATEC Wireless may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with ATEC Wireless for any set period of time. The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by ATEC Wireless, except for the policy on at-will employment, which may be modified only by a signed, written agreement between the President and the employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between ATEC Wireless and any of its employees.

2.2 Immigration Law Compliance

ATEC Wireless is committed to employing only United States citizens and aliens who are authorized to work in the United States. In compliance with the Immigration Reform and Control Act of 1986, as amended, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with ATEC Wireless within the past three years, or if their previous I-9 is no longer retained or valid. ATEC Wireless may participate in the federal government's electronic employment verification system, known as "E-Verify." Pursuant to E-Verify, ATEC Wireless provides the Social Security Administration, and if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

2.3 Equal Employment Opportunity

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, religion, sex, pregnancy, childbirth or related medical conditions, national origin, age, veteran status, disability, genetic information, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

The Company will provide reasonable accommodations as necessary and where required by law so long as the accommodation does not pose an undue hardship on the business. This policy is not intended to afford employees with any greater protections than those which exist under federal, state or local law.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment, or participates in an investigation of such report. ATEC Wireless will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.4 Equal Employment Opportunity (New Jersey Employees)

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to:

- Race
- Religion
- Creed
- Color

- Sex
- Pregnancy, childbirth or related medical conditions
- National origin
- Age
- Ancestry
- Veteran status
- Liability for military service
- Disability
- Atypical cellular or blood trait
- Genetic information (including the refusal to submit to genetic testing)
- Unemployment status (with respect to job advertisements)
- Affectional or sexual orientation
- Gender identity or expression
- Marital, domestic partnership, or civil union status
- Lawful activity outside the workplace during non-work hours, such as the use of tobacco products
- Any other characteristic protected by law

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. ATEC Wireless will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.5 Equal Employment Opportunity (Washington Employees)

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to:

- Race
- Creed
- Color
- Religion
- Sex
- Pregnancy or maternity
- National origin
- Age
- HIV, AIDS, and Hepatitis C status
- Marital status
- Sexual orientation
- Gender identity
- Honorably discharged veteran or military status
- Genetic information
- The presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability
- Any other characteristic protected by law

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. ATEC Wireless will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.6 Employee Grievances

It is the policy of ATEC Wireless to maintain a harmonious workplace environment. ATEC Wireless encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions. Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, an employee may submit, in writing, a signed grievance to the Office Manager. After receiving a written grievance, ATEC

Wireless may hold a meeting with the employee, the immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue. Complaints involving alleged discriminatory practices shall be processed in accordance with ATEC Wireless's Sexual and other Unlawful Harassment Policy. ATEC Wireless assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal.

2.7 Internal Communication

Effective and ongoing communication within ATEC Wireless is essential. As such, the Company maintains systems through which important information can be shared among employees and management.

Bulletin boards are posted in designated areas of the workplace to display important information and announcements. In addition, ATEC Wireless uses the Intranet and email to facilitate communication and share access to documents. For information on appropriate email and Internet usage, employees may refer to the Computer, Email, and Internet Usage policy.

All employees are responsible for checking internal communications on a frequent and regular basis. Employees should consult their supervisor with any questions or concerns on information disseminated.

2.8 Outside Employment

Employees may hold outside jobs as long as the employee meets the performance standards of their position with ATEC Wireless. Unless an alternative work schedule has been approved by ATEC Wireless, employees will be subject to the Company's scheduling demands, regardless of any existing outside work assignments; this includes availability for overtime when necessary. ATEC Wireless's property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

2.9 Anti-Retaliation and Whistleblower Policy

This policy is designed to protect employees and address ATEC Wireless's commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, ATEC Wireless will not tolerate any retaliation against an employee who:

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the suspected Company or employee violations of the law, including discriminatory or other unfair employment practices;
- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in, financial accounting;
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public;
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law;
- Provides information to assist in an investigation regarding violations of the law; or
- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or Maureen Murphy directly. Employees should also review their state and local requirements for any additional reporting guidelines.

ATEC Wireless will promptly and thoroughly investigate and, if necessary, address any reported violation.

Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisor, the Office Manager or any state or local agency responsible for investigating alleged violations.

2.10 Whistleblower Protection (New Jersey Employees)

The Conscientious Employee Protection Act prohibits an employer from taking any retaliatory action against an employee because the employee does, among others, any of the following:

- Discloses, or threatens to disclose, to a supervisor or to a public body an activity, policy or practice of the employer, or another employer with whom there is a business relationship, that the employee reasonably believes is a violation of a law, rule or regulation;
- Provides information to, or testifies before, any public body conducting an investigation, hearing or inquiry into any violation of law, rule, or regulation by the employer or another employer with whom there is a business relationship;
- Provides information involving the deception of, or misrepresentation to, any shareholder, investor, client, patient, customer, employee, former employee, retiree or pensioner of the employer or any governmental entity;
- Provides information regarding any perceived criminal or fraudulent activity, policy or practice of deception or misrepresentation which the employee reasonably believes may defraud any shareholder, investor, client, patient, customer, employee, former employee, retiree or pensioner of the employer or any governmental entity; or
- Objects to, or refuses to participate in, any activity, policy or practice which the employee reasonably believes:
 - Is a violation of a law, rule or regulation;
 - Is fraudulent or criminal; or
 - Is incompatible with a clear mandate of public policy concerning the public health, safety or welfare or protection of the environment.

The Company has designated the Office Manager as the contact person to answer your questions or provide additional information regarding your rights and responsibilities under this Act.

2.11 Equal Employment Opportunity (Massachusetts Employees)

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, color religion, sex, national origin, ancestry, age, sexual orientation, gender identity and expression, veteran status, military status, disability, mental illness, genetic information, or any other characteristic protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. ATEC Wireless will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.12 Equal Employment Opportunity (Rhode Island Employees)

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to:

- Race
- Color
- Religion
- Sex
- National origin
- Country of ancestral origin
- Age
- Sexual orientation
- Gender identity or expression
- Veteran status
- Disability
- Genetic information
- Homelessness, lack of permanent mailing address, or mailing address being that of a shelter or social service provider
- Any other characteristic protected by law

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. ATEC Wireless will take appropriate disciplinary action, up to and including immediate termination, against any employee who violates this policy.

2.13 Reproductive Health Decisions (New York Employees)

ATEC Wireless will not discriminate or retaliate against any employee because of the employee's or their dependent's reproductive health decision making, including a decision to use or access a particular drug, device or medical service.

ATEC Wireless will not access personal information regarding reproductive health decisions without the employee's prior informed written consent; and will not require that an employee waive their rights to make reproductive health care decisions.

Employee Rights and Remedies:

An employee may bring a civil action against the Company for any alleged violations of this policy. Damages and awards may include back pay, benefits and reasonable attorneys' fees; injunctive relief; reinstatement; and/or liquidated damages.

An employee may also be entitled to additional civil penalties if the Company is found to have retaliated against the employee, including discharging, suspending, demoting or otherwise penalizing the employee for exercising their rights under this policy.

Complaint Procedure: ATEC Wireless strongly encourages employees to report all instances of discrimination or retaliation. If you believe you have experienced or witnessed retaliation or discrimination based on reproductive health decisions or another factor, promptly report the incident to your supervisor. If you believe it would be inappropriate to discuss the matter with your supervisor, you may bypass your supervisor and report the matter directly to:

Maureen Murphy 678-871-2129 4 Gatehall Drive Parsippany, NJ 07054

Any reported allegations of discrimination and/or retaliation will be investigated promptly, thoroughly, and impartially. Employees with any questions regarding this policy should contact the Office Manager.

2.14 Equal Employment Opportunity (New York Employees)

ATEC Wireless is an Equal Opportunity Employer. Employment opportunities at ATEC Wireless are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to:

- Race
- Creed
- Color
- Religion
- Sex
- Pregnancy or pregnancy-related conditions
- Reproductive health decisions
- National origin
- Age
- Familial status
- Veteran status
- Military status
- Disability
- Domestic violence victim status
- Marital status
- Sexual orientation
- Arrest or conviction
- Predisposing genetic characteristics
- Gender identity or expression
- Transgender status
- Lawful activity outside the workplace during non-work hours, such as the use of tobacco products
- Any other characteristic protected by law

This Equal Employment Opportunity policy governs all aspects of employment, including, but not limited to, recruitment, hiring, internships, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

ATEC Wireless strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment or participates in an investigation of such report. Appropriate disciplinary action, up to and including immediate termination, will be taken against any employee who violates this policy.



THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

December 5, 2023

Rockaway Township
85 MOUNT HOPE RD
ROCKAWAY NJ 07866

Account Information:

Policy Holder Details :	ATLANTA TRADING AND ENGINEERING CONSULTING LLC
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Contact Us

Need Help?

Chat online or call us at
(866) 467-8730.

We're here Monday - Friday.

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/05/2023

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 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 AUTOMATIC DATA PROCESSING INS AGCY 76250717 71 HANOVER ROAD FLORHAM PARK NJ 07932	CONTACT NAME:		
	PHONE (800) 524-7024	FAX	
	(A/C, No, Ext):		
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		
INSURED ATLANTA TRADING AND ENGINEERING CONSULTING LLC 1 GATEHALL DR STE 306 PARSIPPANY NJ 07054	INSURER A: Hartford Fire and its P&C Affiliates		NAIC# 00914
	INSURER B:		
	INSURER C:		
	INSURER D:		
	INSURER E:		
	INSURER F:		

COVERAGES

CERTIFICATE NUMBER:

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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)
							MED EXP (Any one person)
							PERSONAL & ADV INJURY
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG
	OTHER:						
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)
	☐ ANY AUTO						BODILY INJURY (Per person)
	☐ ALL OWNED AUTOS	☐ SCHEDULED AUTOS					BODILY INJURY (Per accident)
	☐ HIRED AUTOS	☐ NON-OWNED AUTOS					PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB	☐ OCCUR					EACH OCCURRENCE
	EXCESS LIAB	☐ CLAIMS-MADE					AGGREGATE
	DED	RETENTION \$					
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			76 WEG IO2594	07/01/2023	07/01/2024	☒ PER STATUTE ☐ OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N	N/A				E.L. EACH ACCIDENT \$1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE -EA EMPLOYEE \$1,000,000
							E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations.

CERTIFICATE HOLDER

Rockaway Township
65 MOUNT HOPE RD
ROCKAWAY NJ 07866

CANCELLATION

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

Susan L. Castaneda

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ATLAN-2

OP ID: DI

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/05/2023

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 M.L. Cutler & Company, Inc. 30B Vreeland Road, Suite 111 Florham Park, NJ 07932		973-377-7700		CONTACT NAME:		
				PHONE (A/C, No, Ext):	973-377-7700	FAX (A/C, No):
				E-MAIL ADDRESS:	info@mlcutler.com	
				INSURER(S) AFFORDING COVERAGE		NAIC #
				INSURER A: Continental Casualty Co.		20443
				INSURER B: Liberty Mutual Insurance		23043
				INSURER C:		
				INSURER D:		
				INSURER E:		
				INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** **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	ADOL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Contractual Liab GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO JECT ☐ LOC OTHER:	X X	6021430728	02/23/2023	02/23/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per 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	AUTOMOBILE LIABILITY ☐ ANY AUTO OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY		6021430728	02/23/2023	02/23/2024	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10000	X X	6021430731	02/23/2023	02/23/2024	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
	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 N/A				PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	PROFESSIONAL/CYBER LIABILITY		6011212041	01/11/2023	01/11/2024	Per Claim \$ 5,000,000 Aggregate \$ 5,000,000

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

Certificate Holder is included as Additional Insured on a Primary & Non Contributory basis for ongoing & completed operations as required by written contract. Waiver of Subrogation applies as required by written contract.

CERTIFICATE HOLDER

CANCELLATION

Rockaway Township
65 Mount Hope Road
Rockaway, NJ

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

NOTEPAD

Atlanta Trading & Engineering

ATLAN-2
OP ID: DL

PAGE 2

INSURED'S NAME

Date 12/05/2023

COMMERCIAL INLAND MARINE POLICY
INSURER B: Liberty Mutual Insurance Co.
POLICY #: EMO60273701
EFFECTIVE: 9/6/23 EXPIRATION: 9/6/24
INSTALLATION FLOATER COVERAGE
LIMIT: \$100,000 - Materials awaiting installation
DEDUCTIBLE: \$500
SCHEDULED PROPERTY FLOATER LIMIT: \$70,000 property in transit
DEDUCTIBLE: \$1000
CONTRACTORS' EQUIPMENT LIMIT: \$215,500
LEASED/RENTED EQUIPMENT LIMIT: \$200,000
DEDUCTIBLE: \$1000

01/03/11

Taxpayer Identification# 311-840-865/000

Dear Business Representative:

Congratulations! You are now registered with the New Jersey Division of Revenue.

Use the Taxpayer Identification Number listed above on all correspondence with the Divisions of Revenue and Taxation, as well as with the Department of Labor (if the business is subject to unemployment withholdings). Your tax returns and payments will be filed under this number, and you will be able to access information about your account by referencing it.

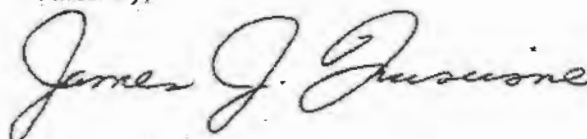
Additionally, please note that State law requires all contractors and subcontractors with Public agencies to provide proof of their registration with the Division of Revenue. The law also amended Section 92 of the Casino Control Act, which deals with the casino service industry.

We have attached a Proof of Registration Certificate for your use. To comply with the law, if you are currently under contract or entering into a contract with a State agency, you must provide a copy of the certificate to the contracting agency.

If you have any questions or require more information, feel free to call our Registration Hotline at (609)292-9292.

I wish you continued success in your business endeavors.

Sincerely,



James J. Fruscione
Director
New Jersey Division of Revenue

STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE		DEPARTMENT OF TREASURY DIVISION OF REVENUE PO BOX 252 TRENTON, NJ 08646-0252
TAXPAYER NAME:	TRADE NAME:	
ATLANTA TRADING AND ENGINEERING CONSULT		
ADDRESS:	SEQUENCE NUMBER:	
152 PARK AVE	1220825	
RANDOLPH NJ 07869	ISSUANCE DATE:	
EFFECTIVE DATE:	01/03/11	
03/16/06	 Director New Jersey Division of Revenue	
FORM BRC (64-88) B2650401		

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

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

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Atlanta Trading & Eng Consulting LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☒ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► **P**
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any):

Exemption from FATCA reporting code (if any):

Applicable to non-U.S. residents outside the U.S.

5 Address (number, street, and apt. or suite no.) See instructions.

1 Gatehall Drive Suite 306

6 City, state, and ZIP code

Parsippany, NJ 07054

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

 - -

or

Employer identification number

3 1 - 1 8 4 0 8 6 5

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign
Here

Signature of
U.S. person ►

Date ► **3/9/2023**

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

**TOWNSHIP OF ROCKAWAY
BID OPENING SCRIPT**



Good morning

Introduce self and others from RT

Thanking those in attendance for interest in working with Rockaway Township. Please make sure to sign in, so that I have a complete record for the bid opening minutes.

Explain Procedure: I will be opening bids one at a time, in no particular order, and reading the name of the firm and the total bid aloud. A tabulation of these results will be posted on the township website today, where you can all receive it, so do not feel you need to record unless you cannot retrieve at a later time.

After all bids are read the three apparent low bidders would be announced.

State the apparent low bidder.

Are there any quantities which those in attendance would like to have known?

The bidders were informed that the Attorney and Rockaway Township Staff will review bids for completeness and compliance with Local Public Contracts Law. A recommendation will be made to the Township Council for award. Information about the award will be posted at the bid page

Bid Opening
Court Room
First Door
On Left



Candidate Name: Syed Sameer Abbas
Position Name: Senior Consultant

PROFILE

- Provided strategic leadership in technology adoption and digital transformation across multiple organizations.
- Implemented data insights platforms, AI tools, and various Microsoft platforms to enhance business efficiency.
- Established and managed IT teams to support business growth, streamline operations, and ensure compliance with industry standards.
- Participated in the hiring process, aligned teams for global operations, and conducted training for hundreds of users.
- Managed enterprise IT infrastructure, digital transformation projects, and technology stacks.

EXPERIENCE

ATEC Wireless
Sr. Consultant

Nov 2023 till Now

Vice President Information Technology
The Trade Group.

April 2022–Present

- Provided strategic leadership on companywide use of technology in various business functions.
- Implemented Data insights platform.
- Managed Enterprise IT infrastructure, Digital transformation project and technology stack.
- Built IT team to support business growth, streamline IT operations, developed IT helpdesk KPI and data Insights.
- Implemented AI tools integrations, D365 Sales, D365 Business Central, Automation Workflows, Power Platform Apps for various business cases.
- Implemented SharePoint Hub with corporate news channel, departmental sites, file server, form, and list-based workflows for various departments in the company.
- Trained altogether 200 Users on SharePoint Online, Teams, Dynamics 365 Sales, Viva Goals, DocuSign, Power BI
- Conducted weekly meetings with executives to monitor progress towards technology roadmap and submitted progress report to CFO.

Controlled Contamination Services, LLC.

Vice President Information Technology
Director of Information Technology

Nov 2021–Present

June 2021–OCT 2021

- Implemented business analytics, reporting and various automation tools to support business growth. Accelerated digital transformation through cloud.
- Provided strategic leadership on companywide use of technology in various business functions.
- Developed long-term technology strategy to drive adoption of new solutions and automation resulting in operational efficiency.

Atlanta Trading & Engineering Consulting
ABBAS

Candidate Name: SYED SAMEER



Candidate Name: Syed Sameer Abbas

Position Name: Senior Consultant

- Integrated different Implementations such as Acumatica, Salesforce, Client-Point, ZoomInfo, Power Automate, Power BI, SharePoint Online.
- Trained 400+ Users on SharePoint Online integrated with office 365.
- Involved in hiring process of technology team in alignment with national operations.
- Developed and managed IT budget.
- Chaired portfolio of custom IT projects.
- Managed IT vendors and technology contracts.
- Stayed up to speed on emerging trends and initiated appropriate technological advancements.
- Ensured necessary compliance for IT security along with ISO standards.

The Shams Group, LLC.

Feb 2019–June 2021

Director – Technology Services

- Directed a team of capable individuals in database, datacenter, networks, SharePoint, Virtualization, Application support, Cloud services and system/storage administration, mainly deals with critical healthcare domain application data and secure information.
- Planned and accelerated digital transformation through cloud.
- Developed, directed, and evaluated the organization's technology functions and ensured Support to enable multi-regional strategy for offshore, onshore and nearshore solutions.
- Provided strategic guidance and leadership to hospitals clients for the implementation and administration of technology.
- Kept up to date in the research on trends and advancements in cloud computing and digital trends to assess the feasibility of implementing new services, systems and technologies.
- Oversaw technical operations, Client Application Support & infrastructure and evaluated them to ensure compliance with the company's policies.
- Developed and executed a long-term technology strategy to drive the adoption of new solutions and automation resulting in operational efficiency.
- Managed vendors and developers.
- Participated in weekly meetings to discuss progress and issues to be resolved and report progress to the CIO.
- Involved in hiring process of the technology team composition and alignment for global operations.
- Developed and monitored the organization's IT budget.
- Worked on infrastructure and services contract administration and participated in the negotiation of contract provisions working with Service level agreements, compliance and customer departments.
- Developed and maintained positive relationships with clients and business leaders.
- Worked on large-scale projects and ensured necessary compliance for IT security.
- Developed and directed disaster recovery and database protection strategies.
- Involved in Business intelligence, data analysis and data analytics projects, exposing power BI, power apps and power automate.
- Ensured compliance with the HIPAA security standards.



Candidate Name: Syed Sameer Abbas
Position Name: Senior Consultant

The Shams Group, LLC. (TSG)

June 2018–Feb 2019

Senior Manager Technology Services

- Analyzed client needs and developed user-oriented solutions which interface with EHR and Microsoft applications.
- Analyzed impact of Meditech system upgrades on the data layer of TSG applications. Identify any data flow or data integrity issues in Extraction Transform and Load (ETL) layer deployed at the Hospitals (TSG Customers), coordinate with all stake holders to ensure a stable system, for the customer.
- Designed systems, programed, and coordinated the review of specification, user sign-off process, and the development of user manuals.
- Coordinated all aspects of implementation and training to support health care software with business leadership and project management.
- Reviewed the latest technology available for healthcare systems and recommended updates and changes as needed.
- Assisted operations staff in the setup, testing and support of intricate hardware installations.
- Ensured system integrity, assists in installation of technological upgrades.
- Troubleshot HIS based applications and provided documentation to meet changing user requirements.
- Communicated effectively with end-users and troubleshoot product related issues.
- Worked on SQL server clustering, log shipping, replication, data integrity, maintenance, patch deployment, mirroring, backups, scripts, upgrade, and downgrades. Analyze data contained in the corporate database and identify data integrity issues with existing and proposed systems and implement solutions.
- Managed High Availability and Disaster Recovery for on-premises and cloud Data centers.
- Worked on HIS systems, Meditech modules and table structure, optimize software system requirements and standardize deployment strategies for Meditech based application and SQL database solutions.
- Software Products and database server virtualization. Analyze user requirements to automate and improve existing systems or recommend new systems using SQL, PowerShell, VB-script and Microsoft technologies.
- Adhere to HIPAA rules and regulation within Software configuration management.
- Assisted operations Staff in the setup, testing and support of intricate hardware installations.
- Assisted Project Management in all IT related projects for TSG software products implementations of database platform solutions.
- Performed SQL administration, participated in the design phase of any new IT projects, provided technical assessments in assessing new IT software projects.
- Provided and managed customer application support for TSG Products.
- On-Premises to Azure Cloud Migrations for enterprise Applications/Servers/Services.
- Manager Technology Services (Implementations, IT)



Candidate Name: Syed Sameer Abbas

Position Name: Senior Consultant

Feb 2016–June 2018

The Shams Group, LLC.

Senior Manager Technology Services

- Implemented over 500 Databases Systems, applications, ETL and Warehouse Projects based on SQL Server and ensured high availability.
- Upgraded and migrated various SQL versions from SQL Server 2000 to 2019.
- SQL upgrade specially for healthcare system like MEDITECH DR, Cerner, Medi Solv, NextGen, EDW, EHR.
- Implemented Microsoft Teams with Phone System.
- Implemented Office 365, SharePoint Forms, Microsoft Flow.
- Implemented Azure DevOps for Project Management and Code Repository.
- Write and modify TSG's proprietary client-based programs SQL, C#, VB6 and Visual Studio.
- Analyzed programming inefficiencies and recommends improvements.
- Migrated 80+ Virtual Machines to Azure, SQL Server Databases, App Services, Health Care Applications and managed Project plan, execution, cost, resources, technical architecture and compliance.
- Upgraded Active Directory to Windows Server 2012 R2.
- Automated Alert Management System for application and infrastructure.
- Configured Hyper V and migrated physical machines to Virtual.
- Worked on Citrix, VMware, Remote Desktop, PowerShell.
- Worked on Cisco, Palo Alto, LAN, WAN, VLAN, VPN, 60+ S2S VPN Tunnels and VNET.
- Implemented biometrics/RFID systems.

Shams Software Services

Jan 2014–Dec 2015

Manager – IT Services

- Managed, mentored and resource planned of IT services team members globally.
- Project Management in all IT related projects and performed product implementations of database platform solutions. Designed server specification and recommended hardware/Software upgrades.
- Managed and Implemented IT P&P including IT Asset Management.
- Managed a team of capable individuals in database, datacenter, networks, SharePoint, Virtualization, Cloud services and system/storage administration, mainly deals with critical healthcare domain application data and secure information.
- Change Management – Software configuration Management.
- Communicated with Middle East and U.S Clients, planned and executed application Implementation and infrastructure deployment.
- Documented and filled technical specification for Request for proposals.
- Managed and Provided 24x7 Customer support for IT services including online and on call support.
- Managed, implemented and Operated Virtualized data center and application servers.
- HISP Direct Exchange project as per National Institute of Standards and Technology (NIST) for company's Meaningful Use 2014 certification.



Candidate Name: Syed Sameer Abbas

Position Name: Senior Consultant

- Health care applications knowledge in advance integrated and interoperable browser-based hospital software and services for Clinician Portal, Patient Portal, Patient Self-Registration Kiosk App, Electronic Health Record, Business Intelligence, Revenue Cycle, HIM Transformation, E-Transcription etc.

Shams Software Services

Jan 2011–Dec 2013

Department Technical Lead– IT Services

- Worked on Healthcare Information Systems, Windows, IIS, Storage, Servers, Networks and SQL Database Administrator
- Microsoft SharePoint 2010 to 2013 upgrade and implementation with OneDrive.
- Microsoft SharePoint 2010 with Fast Search, PerformancePoint, Excel Services, and InfoPath.
- IT Analyst / SQL Database Administrator

Shams Software Services

Jan 2010–Dec 2010

- Windows, IIS, Storage and SQL Database Administrator
- Associate IT Analyst

Shams Software Services

Jan 2009–Dec 2009

SQL Database Administrator

EDUCATION

Master of Business Administration (MBA) (Telecommunication Management)

Institute of Business Management Karachi, Pakistan OCT 2009-OCT 2011

Bachelor of Computer Science & Information Technology (BCIT)

NED University of Engineering & Technology Karachi, Pakistan JAN 2004-DEC 2008

CERTIFICATIONS

- Microsoft Certified Technology Specialist – SQL Server
- Microsoft Certified IT Professional – Database Administrator
- Certified Health Care Protection Administrator
- Microsoft Virtual Academy – Upgrade skills to SQL
- Microsoft Virtual Academy – Deploying Office 365
- HarvardX PH125.1x: Data Science: R Basics
- Scrum Fundamentals Certified (SFC)
- Database Trainer (SQL)
- Implementing a Microsoft SQL Server 2008 R2 Database- TSQL – Philip Morris International
- Windows Server 2008 R2 and Microsoft SQL Server 2008 Clustering - Ufone
- Microsoft SQL Server 2008 R2 DBA -Inbox Technologies
- Implementing a Microsoft SQL Server 2008 R2 Database- TSQL – Standard Chartered Bank



Candidate Name: Syed Sameer Abbas

Position Name: Senior Consultant

- SQL Server 2008 and Microsoft Dynamics GP 2010 Deployment – Gum Base Corp
- Maintaining a Microsoft SQL Server 2008 Database – NetSol
- Querying Microsoft SQL Server 2012 - CTTC



Candidate Name: Farhan

Position Name: Network Engineer

PROFILE

- Highly Skilled Cloud & Network Solution Expert who has successfully carried out various activities including Designing, Deployment and Technical Enablement of multi-Cloud environment (AzureStack & AWS), Network Solutions (WAN, LAN, WiFi, SD-WAN) and Automation (Ansible & Terraform) for Managed Services customers.
- Design and Deploy Cloud based solutions, Containerized and migration on-prem Application and 5G core Network Functions to AWS cloud.
- Solid Understanding of Virtual Network Function (VNF), Network Function Virtualization (NFV) and Cloud Native Function (CNF).
- Consultancy and Design Understand customer requirements and technically propose solutions, design HLD and LLD, Configuration and support the implementation, technical Documentation and Scope of Work.
- Proactive and Reactive Service Assurance to ensure optimal performance of Servers, network infrastructure, IT Equipment and Application by implementing AIOps solution such as Solarwind, Foglight and ServiceNow.
- Monitoring and Management of Cloud Resources via Nagios, Prometheus and Grafana.

TECHNICAL HANDS-ON

- Cloud Solutions = Azure Stack, OpenStack, AWS.
- Automation = Ansible, Terraform (Infrastructure as a Code), ServiceNow auto-remediation, Infoblox DDI.
- Orchestration = Kubernetes, Ansible, vBond for SD-WAN.
- Management and Monitoring = Solarwind, Foglight, Manage Engine, Nagios, Prometheus, ServiceNow (AIOps)
- Software Defined Networking = SD WAN MX-84, vEdge-1000.
- Scripting = YAML, PowerShell, DOS batch command.
- Network Protocol = BGP, OSPF, EIGRP, TCI/IP, IPSec, VxLAN, SNMP, DNS, DHCP, IPAM, SSH, SSL.
- Routers = C881, ISR4321/K9, ISR 4431/K9, vEdge Routers.
- Switches = Access Switch C2960X, C3850, C6840, C9500, Meraki MS120-8

EXPERIENCE

ATEC Wireless, New Jersey USA

March 2023 – Present

Senior Engineer Cloud & Network Infrastructure

- To collaborate with engineers and technical leads to develop and manage AWS cloud containerized EKS infrastructure.
- Providing effective utilization of AWS resources and services Management.
- Containerizing and migrating Enterprise Applications to the AWS platform.



Candidate Name: Farhan

Position Name: Network Engineer

- Infrastructure development involving the design, implementation, and management of scalable, secure, and robust AWS cloud environments using Infrastructure as Code (IAC) with Terraform and Ansible.
- Troubleshoot and resolve infra related issues, working closely with development and operations team.
- Prepare AWS VPC, Security Groups, EC2, Auto-Scaling Groups, VPC Networking (Direct Connect, VPC Peering, AWS Route 53, Transit Gateways), EKS Container & CI/CD Code Pipelines (AWS Code Commit, build and deploy)

SALAM Telecom, Saudi Arabia

Feb 2018 – Feb 2023

Senior Engineer Managed Cloud Services

- My prime responsibility is to contribute and execute the delivery of Managed Services for Cloud and Network Technologies. Develop and establish Managed Services standards, related procedures, and policies. Optimized 20+ Business Process (Proactive/Reactive Incident Management, Service Assurance, Network Maintenance, Change Management). Works closely with the various technical team to optimize the cloud solutions for customers.
- To deploy Managed Multi Cloud (2xAzureStack & 3xOpenStack) Services, develop clear scope of work, roles/responsibilities and operating model that can be implemented, Managed and Monitored.
- Implement and execute delivery model of Cloud (Azure and Open Stack) Managed Services and work technically towards implementing and making the product ready for service.
- To work with other technical team to integrate OpenStack and Azure Stack with existing infrastructure.
- Auto deployment, provisioning, and orchestration of 300+ cloud compute resources using Terraform and Ansible.
- Setup of 2 Kubernetes Master and worker Nodes on Azure. Configure K8s Labels, Selectors, replication controller, replica-set, initialize container, K8s networking, persistent volume and Liveness probe, Namespace and Resource quota, Kubernetes horizontal POD autoscaling.
- Monitoring and Management of 300+ Cloud Resources via Nagios, Prometheus and Grafana.
- Ensure optimal performance of 40+ Managed Customer's services, 600+ servers, and 250+ network devices by Implement and maintain monitoring solution for Servers (450xMicrosoft, 150xRed Hat), Services, Applications, and other network related devices by using Application Performance Management tools (APM) Foglight, ServiceNow, SolarWinds.
- Technical Enablement of emerging technology solutions/products such as SD-WAN, Kubernetes (orchestration tool), Azure Stack, Open Stack, Managed Router and LAN service, Managed UCS, VDI, Cisco Meraki products.

Projects:

- Handle multibillion Managed Cloud and Managed ITHD projects with Government organization Ministry of Health (PHCC), Tatweer Education.
- Technical Enablement to provide Managed network Services to International Customers such as Verizon, SAP, Burberry.



Candidate Name: Farhan

Position Name: Network Engineer

- Lead projects related to Tech Refresh of large-scale technologies and handle large customers migration On Prem to Cloud or hybrid deployment. Network upgradation to meet the compute requirements.

**Ministry of Foreign Affairs, Saudi Arabia
System Engineer**

May 2016 – January 2018

- Utilizing my deep understanding of developing, monitoring, alerting, and metrics gathering/analysis systems for diverse applications and systems. Monitor, manage and resolve performance issues across MOFA infrastructure by identify Foggy area. Remove application complexity and solve problems. Ensure optimal performance of MOFA service by Identifying performance degradation by Deep Dive Component Monitoring. Coordination with KSA Embassies in Worldwide.
- Incident management of MOFA IT Infrastructure (180+ nodes) to make sure that the systems are healthy and stable.
- Visualize the application EU experience in real time. Analyze the Business Transaction, Deep Component SNMP monitoring, analytics and reporting.
- Ensure optimal performance of MOFA 10+ services and 80+ servers (Windows, Linux, Oracle, Java, .net).
- Monitor and trace all performance issues of applications, SQL DB, AD, Exchange, vCenter, SAN.
- Involve and finalize the technical design for solutions and successful implementation.
- Perform capacity planning to make sure that all the current and the future requirements are met.
- Manage IT NOC related to IT Infrastructure and to make sure that all the services are monitored properly.
- Configure the services as per MoFA requirements to monitor applications and end-user.
- Provide performance & availability for Systems, Storage, Applications, and Databases & Network (TCP/IP).
- Proactively working on reducing Alert count by analyzing the Alarms periodically.
- Debug hardware performance and network issues related to agents, console and end users.
- Performance tuning and capacity planning in an enterprise data center environment.
- Propose recommendations to improve monitoring environment, propose enhanced solutions to resolve issues, develop and maintain documentation, and implement industry best practices.

**DELL, Saudi Arabia
System Engineer**

Aug 2015 – April 2016

- Deployment of Foglight Application Performance Monitoring solution in Ministry of Foreign Affairs, Riyadh to quickly identify and resolve performance issues across MOFA IT Environment, databases and virtual environments. Integration of Foglight with MOFA existing tools. Dashboard customization as per MOFA requirements.
- Installation, Configuration, Upgrading and troubleshooting of Foglight Management Server.
- Install & configure Foglight agent/cartridges.
- SCOM & Foglight integration and customization.
- Configure the services as per MoFA requirements to monitor applications and end-user.
- Create, configure & troubleshoot End-User experiences monitoring.



Candidate Name: Farhan

Position Name: Network Engineer

- Create Alerts Rule, Service Builders, Custom Dashboards and Custom Reports.
- Provide performance & availability monitoring for Systems, Storage, Applications, and Databases & Network via Application Performance Management (APM)
- Backup and restore of all Foglight modules and configurations.
- Proactively working on reducing Alert count by analyzing the Alarms periodically.
- Debug connectivity issues related to agents, console and end users.
- Foglight performance tuning and capacity planning in an enterprise data center environment.

Projects:

Deployment of Application Performance Management (APM) tool to monitor 10+services, 80+ nodes and 100+ Servers.

InboxBiz, Pakistan.

Jan 2015 – July 2015

Project Supervisor

- I lead and manage IT Service Quality, end to end IT Help Desk Operations of 30+ sites and handling the Client Management. I was the 1st Point of Contact for the escalation from the Client. I take corrective and preventive maintenance against the escalation.
- Provide system administration expertise to the technical team of 60 engineers and field technician.
- Design of Backup and 2 x disaster recovery sites plans & strategies.
- Identify & suggest improvements to systems and processes to improve IT Infrastructure efficiency.
- Quickly identify performance bottlenecks and provide remediation strategies via Foglight and ServiceNow.
- Develop internal documentation for key systems and services.
- Assist the technical team's efforts in troubleshooting complex issues.

Projects:

Design and Develop IT Helpdesk for Karachi Electric 30+ sites.

Achievements:

Bring the average response and resolution times within 4 hours SLA.

Increase the profit margin by introducing virtualization Network function.

EurekaNet, Pakistan

Sep 2013 – Dec 2014

Assistant Manager NOC

- I support the team in infrastructure related investigations, incident analysis and handling. I visit the existence Customer Premises for troubleshoot if my expertise required and to the new customer for technical detail with marketing department to understand customer requirements.
- Configure 2x CISCO 7260 Series router.
- Configure Cisco Layer 3 and layer 2 switches.
- Router hardening, fault management, Device Monitoring and Management, IOS Upgrade, applying patches, Configuration Changes, BGP Configuration (Multihoming, Auto failover, route reflectors, Route filtering).



Candidate Name: Farhan

Position Name: Network Engineer

- Configure the Bandwidth allocation to provide CIR to the client.
- Proactively monitoring of reachability, interface status, BW and resource Utilization via Solarwind and PRTG.
- Escalate BW, Fiber connectivity and Transmission related issues with Transworld and Connect.

BenthamScience, Pakistan.

June 2011 – Dec 2014

Manager I.T. Support

- BenthamScience is a UAE based publishing company. I supervise IT Department to ensure the quality and delivery of day-to-day IT Helpdesk systems. Manage IT operations, maintain the availability and performance of IT Infrastructure. Identify & suggest improvements to systems and processes. Provides daily onsite and remote support to sister companies.
- Server fault management of 300+ nodes, 9 Servers, 1 Router and 20 + switches.
- Configuration and management of LaCie and WD NAS and RAID for backup and high availability solution.
- Configure GFI for Data backup protection and data integrity.
- Proficient at implementing, supporting, & managing enterprise SAN/NAS storage solutions
- Virtualization implementation, support, & maintenance (HYPER-V, VMWare)
- Configuration, monitoring, and resolving network issues of LAN, WAN, Firewall, and VPNs Server.
- Configuration & Management of RRAS, DHCP, DNS, VPN, and Active Directory server.
- Configuration & management of Squid, VSFTPD, APACHE and Sendmail at CentOS LINUX platform.
- Configuration & management of Foglight NMS for monitoring Application Servers (.Net, Java, Oracle ERP).
- Configuration and management of Distributed File Server on server 2008.
- Implementation of Backup/DR sites plans & strategies.
- Planning/Designing/Implementation/Optimization of Routing & Switching network.
- Designing and Implementation of network diagram.
- Document network problems and resolutions for future reference.
- Identify & suggest improvements to systems and processes to improve network efficiency.
- Provide technical support and suggestion to the users via TeamViewer.
- Using CRM to track and solve technical issues about customer caring.
- Implementation of Green IT in the company.

Projects:

- Up gradation of Network from Mega Bit to Giga bit.
- Introduced automated backup solution with VSS technology.
- Reduce the 25% Capex cost by introducing Virtualization at server level.

Achievements:

- ISO 9001 accreditation of IT department by Comply and enforce QMS.
- PSEB accreditation.
- Special Encouragement Award.



Candidate Name: Farhan

Position Name: Network Engineer

March 2010 – May 2011

Pakistan Telecom Company Limited, Pakistan.

Team Lead Broadband Operation

- As a Team Lead, I was handling 12 critical Exchanges of PTCL and giving backend technical support to my 40+ field staff and 12 Engineers in coordination with Network Operation Department. I was also the first point of contact for the VVIP Customer.
- Multimedia & Broadband fault management.
- Technical troubleshooting for DSL, IPTV, and other internet/networks related issues.
- DSLAM Port Management portal for MRTG and line quality testing for proper services.
- User Authentication, Traffic usage, & Billing query via Huawei AAA server.
- Huawei Web Management Access System (WMAS) to manage Broadband Intelligent Network.
- Provide backend technical support to the field staff.
- Diagnosis and escalation of issues to related departments.
- Liaison with NOC and HUAWEI for DSLAM, ONU outage.
- Access to basic (user level privilege) CLI command set for DSLAM and routers for troubleshooting.
- Configuration of Client end SOHO Routers and DSL Modems.
- Track and solve technical issues about customer caring.
- Maintain KPIs to ensure smooth working.

Achievements:

Improve in KPI, resolve complaints within defined SLA.

EDUCATION

MS in Computer Networks FAST-NUCES

BS in Telecom Engineering FAST-NUCES

CERTIFICATIONS

- Information Security Manager (CISM)
- CCNA - CSC011978974
- Certified Internal Auditor ISO 9001
- Certified Azure Administrator AZ104
- AWS Cloud Technical Essential
- Kubernetes Administrator
- Foglight Application Monitoring
- ITIL 4 Foundation
- Incident and Change Management



Candidate Name: Fred Rodriguez
Position Name: Network Engineer

PROFILE

- Seasoned Network Operation professional with a comprehensive background in managing diverse aspects of network infrastructure.
- Proficient in client management, staff support, and project implementation.
- Proactive in creating and documenting policies and procedures to ensure smooth operations.
- My current role as a Network Engineer at JPMorgan Chase & Co involves installations, configuration, and troubleshooting of various network components.
- Previous roles include responsibilities such as managing teams in construction environments, overseeing data center audits, and handling Cisco Project Management.

EXPERIENCE

ATEC Wireless
Network Engineer

December 2022 till Now

JPMorgan Chase & Co - Carlstadt, NJ
Network Engineer

March 2022 to Dec 2022

- Installed IDF racks, fiber, Cat 5 & 6, Cisco routers, switches, Cameras, Audio/Video
- Worked with General contractor, senior management and software/engineering departmentson network configuration/infrastructure details, change suggestions email Helpdesk Engineeringdepartment calls/meeting all while documenting on BMC-Remedy ticketing system
- Worked with clients Help Desk/Engineering team on all connectivity problems for WAN/LAN,configuration/Security/Wireless downloads issues to ensure all network devices are up and operatingconfiguration change etc.

Guardian Data Destruction - Hackensack, NJ
Network Engineer/Sr. Supervisor Technician

March 2021 to March 2022

- Managed teams in new building construction site environment setting for large banks
- General contractor, senior management on software/engineering departments troubleshootingnetworks
- Installed IDF racks, fiber, Cat 5 & 6, Cisco routers, switches, Cameras, Audio/Video, Projectors, Crestron
- Cisco Project Management across all types of network equipment moves, decon and site audits
- Supervise Data Center audits, moves, installs and logistical conflicts while monitor devises andemployees

HB Communications - South Plainfield, NJ
Network Engineering/Audio/Video Technician

February 2020 to March 2021

Atlanta Trading & Engineering Consulting

Candidate Name: Fred Rodriguez



Candidate Name: Fred Rodriguez

Position Name: Network Engineer

- Installed IDF racks, fiber, Cat 5 & 6, Cisco routers, switches, Cameras, Projectors, Crestron Video/Speaker systems wireless access points, IP Cisco phones, Polycom and TV's as per project blueprints and the direction of Senior Management, DNS, DHCP, SSL, OSI Model, and TCP/IP
- Cisco Project Management work/ Meraki Routers, Meraki Switches, Cisco Meraki Firewalls

Managed Business - Morristown, NJ

January 2019 to February 2020

Network Engineer/ Technician

- Supervised teams in new Building/Store construction site environment setting for Bed Bath and Beyond
- Worked with General contractor, senior management and software/engineering department on network configuration/infrastructure details, change suggestions email Helpdesk Engineering department calls/meeting all while documenting on Remedy ticketing system
- Installed IDF racks, fiber, Cat 5 & 6, Cisco routers, switches, Cameras, Projectors, Crestron Video/Speaker systems wireless access points, IP Cisco phones, Polycom and TV's as per project
- Cisco Project Management work/ Meraki Routers, Meraki Switches, Cisco Meraki Firewalls

Ascendo Resources - New York, NY

Sep 2016 to December 2018

Network Technical Engineer (Contract)

- Worked with Helpdesk, Engineering department calls/meeting all while documenting on Remedy ticketing system, excel, word creation for policies for BCP standard, DNS, DHCP, SSL, OSI Model, and TCP/IP
- Installed IDF racks, fiber, Cat 5 & 6, Cisco routers, switches, Cameras, Projectors, Crestron Video/Speaker systems wireless access points, IP Cisco phones, Polycom and TV's as per project
- Worked with clients Help Desk/Engineering team on all connectivity problems for WAN/LAN, configuration/Security/Wireless downloads issues to ensure all network devices are up and operating
- Cisco Project Management work/ Meraki Routers, Meraki Switches, Cisco Meraki Firewalls

Alliant Technologies (RHT) - Morristown, NJ

January 2016 to August 2016

Network Engineering (Contract)

- Responsible for new Wakefern/Shop-Rite store infrastructure installation of Phones, Servers and Routers
- Performed site walkthrough for over 600 sites. Created documentation within Excel spreadsheets to track operational efficiencies including budgets, equipment, circuits, Cat 5 & 6, fiber infrastructure etc.
- Handled site billing with detailed completion of all connectivity troubleshooting at sites with Project Manager and Store owners. Trained all customers as requested manage a team of 20 technicians
- Manage project meets for blueprint/equipment/ change updated with store owners, Mgrs. Data Operation
- Managed work assignments to a team of technician every week.
- Cisco Project Management work/ Meraki Routers, Meraki Switches, Cisco Meraki Firewalls



Candidate Name: Fred Rodriguez

Position Name: Network Engineer

Hackensack Medical University (RHT) - Saddle Brook, NJ

August 2015 to December 2015

Network Engineer

- Installed new wireless network installed switches, access points, Cat5/6 network infrastructure
- Created Excel spreadsheets and Visio diagrams to draw up/edit blueprints for proper procedures in regards cabling, racking/stacking and ensuring Cisco best practices
- Managed a team of three under the direction of Biomet upper management account client needs
- Followed all policies and procedure within Hackensack hospital regulations and codes
- Worked in a complicated environment within Operating rooms high stress areas such as triageEmergency

Fairleigh Dickinson University (RHT) - Saddle Brook, NJ

February 2014 to August 2015

Network Engineer

- Helped coordinate pharmacy building network rollout/vendors at Teaneck/ Madison, NJ Campus
- Worked with Cisco router/switch outages, purchase, upgrades or changes and all types of cabling issues
- Maintained strong role in team of Engineering professionals with break fix issues
- Documented installation of equipment using Excel spreadsheets, Fiber, Cat5/6 cabling
- Impeccable customer service experience team orientated with extreme attention to client/project details
- Cisco Project Management troubleshooting Routers, Switches, Servers and several network devices

Network & Company - New York, NY

September 2012 to February 2014

Network Engineer /Help Desk

- Responsible for repairs, upgrades, and correction of highspeed Cisco network equipment issues
- Coordinated activities for a large network rollout/worked on network infrastructure outages.
- Documented change and repair, recorded on the Remedy ticketing system and Excel spreadsheets.
- Cisco Router/Switch Experience and Ports/VLAN Configuration user assignments
- Cisco Project Management work/ Cisco Routers, Switches, network circuit packet loss

EDUCATION

Business Management

Lehman College/Bergen Community College - Bronx, NY

CERTIFICATIONS

TCP/IP and Datacom in Data Entry, Computer/Network Technology

Empire Technical School- Learning Tree International School (Completed) - New York, NY

CNC machine, Blueprint reading Certification in CNC Machinist State Certification

Bergen Community College - Paramus, NJ

Atlanta Trading & Engineering Consulting

Candidate Name: Fred Rodriguez



Candidate Name: Fred Rodriguez
Position Name: Network Engineer

CCNA certification (currently attending) in CCNA certification.
Bergen Community College Cisco - Paramus, NJ



Candidate Name: Charles Johnson
Position Name: Network Engineer

PROFILE

- A seasoned professional with a track record of success in configuring, testing, and managing network equipment across diverse environments. Currently contributing to Verizon Wireless since June 2017, with a focus on testing, decommissioning, and site management.
- Proven skills in configuring a range of networking equipment, including Cisco, Juniper, Avocent, and Nortel devices. Successfully handled site surveys, blueprints, and project cutover migrations at CBS NEWS and Transit Wireless.
- Demonstrated proficiency in WAN engineering, deploying routers and switches, managing global WAN networks, and handling complex technical issues. Notable achievements at The Coach Factory included overseeing 600+ routers and switches in a global WAN data center environment.
- Adept in wireless network calibration, site surveys, and the deployment of LAN/WAN voice network equipment. Contributed significantly to Global Logic New York by configuring, testing, and maintaining LAN/WAN data center voice network equipment.
- Extensive experience in various roles, from Network Administrator at TOTSYS Inc, managing MAC Mini Lion servers, to roles at PIN Technology and RGB Technology. Holds certifications including CCNA and a solid educational background with an MA in Cisco Certified Design Associate and a BS in Information Technology.

EXPERIENCE

ATEC Wireless
Network Engineer

Dec 2022 to Present

Verizon Wireless
Network Engineer

June 2017 to Dec 2022

- Configuring testing racking stacking network equipment in test lab. testing equipment throughput
- Decommissioning Juniper devices, niksun net detector devices.
- Managing sites for niksun nodes removal, contacting vendors, scheduling equipment end of life.
- IP traffic flow pcaps wireshark, protocol analysis, capturing and monitoring of live traffic streams via ip address network type.

CBS NEWS
Network /implementation Engineer

Mar 2017 to June 2017

- Configuring testing racking stacking 2960xr 4948, Nexus 9k, Nexus 5k, Avocent Nortel Avaya.
- Analyzing and creating visio blueprints network diagrams for site to site survey and timely completion
- Worked on True control, solarwinds, infoblox, Nortel-Java device manager tools for network monitoring.
- Setup vpc peer link, keep alive and svi on 9k switches for data center customer needs.

Atlanta Trading & Engineering Consulting

Candidate Name: Charles Johnson



Candidate Name: Charles Johnson

Position Name: Network Engineer

- Rack and stack of 100 stack switches for project 2960, 4948, 3750, 3850 for various data center cutover migrations.

**Transit Wireless
Network Engineer**

Sept 2015 to Jan 2017

- Configuring Westell and Alcatel switches
- Configuring Motorola Access points for wireless wifi throughout new york city transit underground transitsystem.
- Configuring cisco nexus 7710 vpc peer links switches to trunk with alacatel switches for connectivity.
- Managed the Linux Based zabbix monitoring system of network devices via each data center and underground wifi scope.
- Establish working relationship with many vendors
- Rack and stack switches, installed 3850, 2960 in data center
- Documented implementation on various network devices
- Configured vpc peer links to alacatel switches trunking for connectivity
- Coordinate time frame network Upgrades on alacatel switches with team for refresh project

**The Coach Factory - Carlstadt, NJ
Cisco Network Engineer**

July 2014 to Aug 2015

- As a Cisco Certified CCNP CCDA Wide Area Networking Engineer with data center WAN experienced deployed routers and switches. Strong hands on configuration skills with team leadership capabilities
- Created implementation/deployment change controls for existing MPLS & DMVPN documentation on the corporate nationwide & global WAN verifying updated network changes of IP addresses & documented such via master WAN Excel spreadsheets, Microsoft Project & Visio
- Managed SSH logins for global WAN routers/switches & provided accurate Level III network IP range schemes per WAN buildout design plans regarding product equipment
- Configured & installed T1/T3 telco circuits, DS1/E1 Line Cards, serial & ethernet interfaces for VLAN, DHCP for remote switches & routers
- Configured wireless LAN (WLAN) controller buildouts, TFTP configuration setups via graphical user interface (GUI) downloaded configurations
- Performed network performance testing & monitoring metrics after system cutover
- Managed 600+ routers & switches in a global WAN data center environment with network SNMP monitoring tools Configured Fortinet firewalls for WAN Site Survey's of wireless calibrations by analyzing engineering floor blueprints, detailing signaling imbalance & data packet capturing via SNMP monitoring tools
- Professional level analytical, problem solving, communication and excellent technical interpersonal skills with the ability to demonstrate concurrent tasks for multiple complex and technically ambiguous problems
- Strong organizational skills with the ability to multi-task various initiatives and activities



Candidate Name: Charles Johnson

Position Name: Network Engineer

- As WAN Engineer able to demonstrate the ability to solve complex network issues by analyzing variables and applying appropriate solutions learned through hands on engineering experience and proficiency in understanding the tasks rollout and deployment project management plans
- Able to recognize anomalies and critical situations and tasked to respond to the projects WAN service tickets appropriately
- As WAN Engineer able to communicate, interact and pro-actively engage in issues in an effort to resolve technical infrastructure problems with a variety of internal, external customers and/or coworkers at any corporate level

Global Logic New York - New York, NY

Feb 2013 to May 2014

Cisco Wireless Engineer

- Supervised the site survey's of wireless calibrations, analyzed floor blueprints, scaling signaling imbalance, data packet capturing with protocol analyzers
- Configured, tested and maintained LAN/WAN data center voice network equipment and related services
- Serviced Cisco VoIP voice systems, gateways and protocols, as well as, data center cabling infrastructure for Fiber/Copper wiring runs
- Knowledge of the investment bank trading floor & market data systems
- Provided Cisco Voice and Unified Communications & Call Manager Administration
- Identifies, diagnoses, and resolves network problems
- Created and maintained comprehensive documentation with Microsoft Project & Visio engineering drawings for client -server based global networks
- Maintained the day-to-day corporate data center support of the WAN data voice network environment
- Performed Level II & Level III daily maintenance and problem resolution for Cisco IOS upgrades and routine hardware & router template configuration updates

TOTSY Inc - New York, NY

Nov 2011 to Jan 2013

Network Administrator

- Managed MAC Mini Lion server edition remote logins, users accounts & provided Level I & Level II troubleshooting for user applications & hardware, managed day to day desktop support service tickets and IP phones & Polycom user account setup
- Created WAN VLAN's by department on Cisco switches
- Worked with Clonzilla to image and deploy Studio MAC, Sonicwall VPN User accounts and Juniper SRX240 Firewall Security Appliances
- Provided troubleshooting and resolving network connectivity tickets for DNS & DHCP
- Installing and configuring backup and security systems (crashplan via mac/windows machines)
- Performed Cloud based VMware ESXi administration for user accounts with Vcenter
- Provided managerial input on inventory upgrades & purchases and maintained asset tags for hardware devices
- Performed troubleshooting and resolved network connectivity issues for LAN, Wireless LAN (WLAN), Switching VLAN & WAN



Candidate Name: Charles Johnson

Position Name: Network Engineer

- Ensured a stable performance environment by identifying and resolving technical problems and participated in various IT projects intended to improve and upgrade data center infrastructure
- Repackaged Microsoft Installer (MSI) packages & executables in an effort to customize client-server remote unattended installations for desktop software distributions. Tested and approved Windows Server Update Services (WSUS) software updates and deployed Terminal Server applications using SMS and/or SCCM. Managed Terminal Server user profiles and provides end-user support by phone or on-site
- Responded to emergency offsite calls after normal business hours, in the evenings and on weekends/holidays

PIN Technology - New York, NY

Feb 2008 to Oct 2011

Network admin/Tech Support

- Multi Service provider Servicing a broad spectrum of clients in the technical industries. BNP Paribas banking - Network technician - Hp open view ticketing systems, blackberry server work, troubleshoot Networks, hardware & Ip issues,
- Performance Routing and DMVPN
- Network interface card (NIC) teaming requirements
- VPN, IP Security (IPsec), and Secure Sockets Layer (SSL)(d) Internal and external security* Chase Bank- Deployment engineer - rollout pinpad deployments and server upgrades-
*Banking Infrastructure & Technology services.- ACBB LLC Voice- Name changes, voicemail creation/reset, extension changes,
- Setup new user phone -route partitions , calling search space-translation patterns lookup.cisco callmanager and cisco unity.

RGB Technology - New York, NY

Oct 2005 to Sept 2007

Wiring Installation Technician

- Deployed wireless SSID network configurations for Cisco 2800 series routers & switches in the corporate data center WAN.
- Utilized Fluke cable testers, installed data (RJ-45) /telephone (RJ-11) wall outlets in cubicles & punched down patch panel cable termination racks.
- Conducted network performance monitoring via HP OpenView SNMP WAN monitoring tools providing corporate network engineering data center & field support.
- Provided network, TCP/IP, Internet Security firewall & Active Directory Admin and MAC desktop support, cloud based VOIP WAN support of AVAYA & Shortel telephone & telecom systems, installed antivirus/malware & Active Directory security group policy for the Windows XP, Vista & Windows 2000 desktop environment and protocol analyzers
References Shall Be Provided Upon Request

EDUCATION

B.S. in Information Technology

Upper State of New York University - New York, NY

MBA in Communications Technology

Atlanta Trading & Engineering Consulting

Candidate Name: Charles Johnson



City College of New York – New York, NY

CERTIFICATIONS

CCNA

Candidate Name: Charles Johnson
Position Name: Network Engineer



Candidate Name: Walid Abdelrahman

Position Name: IT Technician

PROFILE

- Demonstrated adeptness in troubleshooting computers and servers during a strategic internship at Strategic Micro System, showcasing problem-solving skills crucial for IT systems administration.
- Currently providing end-to-end IT technical support services at ATEC WIRELESS, involving design, configuration, and testing of computer hardware, networking software, and operating systems, emphasizing a holistic approach to IT solutions.
- Expertise in configuring, monitoring, and maintaining email applications, virus protection software, and computer networks, ensuring optimal performance and security. Experience in creating, maintaining, and verifying backup jobs for data integrity.
- Possesses a diverse skill set encompassing routing, switching, network security implementation, IP addressing, subnetting, firewall management (Sophos, SonicWALL), VPN, server deployment (physical and virtual), antivirus management, Active Directory, Microsoft Office, desktop support, and Veeam Backup and Replication.
- Holds an Associate of Applied Science in Information Technology degree from the County College of Morris, providing a solid academic foundation. Additionally, certified as a Cisco Certified Network Administrator (CCNA) and holds a Salesforce Administrator certificate, underscoring commitment to continuous professional development and industry-recognized qualifications.

EXPERIENCE

ATEC WIRELESS

04/01/2020-Present

IT Technical Support

- Currently delivering comprehensive IT technical support services at ATEC WIRELESS, encompassing the design, configuration, and testing of computer hardware, networking software, and operating systems. Emphasizing a holistic approach to IT solutions, ensuring a seamless support experience.
- Designed, configured, and tested computer hardware, networking software, and operating system software. Conferring with the network users about how to solve existing system problems.
- Analyzing the equipment performance records to determine the need for repair or replacement.
- Configuring, monitoring, and maintaining email applications or virus protection software.
- Diagnosing, troubleshooting, and resolving hardware, software, or other network and system problems.
- Creating, maintaining, and verifying backup jobs
- Maintaining and administering the computer networks and related computing environments, including computer hardware
- Possesses a diverse skill set encompassing routing, switching, network security implementation, IP addressing, subnetting, firewall management (Sophos, SonicWALL), VPN, server deployment



Candidate Name: Walid Abdelrahman

Position Name: IT Technician

(physical and virtual), antivirus management, Active Directory, Microsoft Office, desktop support, and Veeam Backup and Replication.

EDUCATION

Associate of Applied Science in Information Technology degree from (County College of Morris)

CERTIFICATIONS AND TRAININGS

- Cisco Certified Network Administrator (CCNA)
- Salesforce Administrator certificate



Candidate Name: Marwan Ibrahim
Position Name: IT Technician

PROFILE

- Brings over 8 years of experience in technical and functional application support.
- Leads full support cycles from system installation to post-project support using SLA and OLA standards.
- Conducts UAT, implementation, and support, with expertise in client training and software-related services.
- Successfully manages projects from planning to full implementation, including system installation, gap analysis, data migration, training, and module implementation.
- Proficient in various tools and technologies, including ServiceNow/Tracking systems, SQL, MS SQL Servers, Linux/Unix, MS Project, and more.

EXPERIENCE

ATEC Wireless
IT Technician

Jan 2023 till Now

Dunkin Donut Company - NJ
Sr. Technical Support

Mar 2022 to Dec 2022

- Technical support for Hardware and Software, installation, fix users issues, repairing, configuration, administration, Networking, use Tools tickets tracking system, Fix and repair hardware.
- Coordinate with third Party providers to solved and fix Hardware and software and solved Mobile App issues, plus update the software and make sure work going smoothly in Stores.

MenalTech International Company
Sr. Technical and Applications Support

Jan 2015 to Mar 2023

- Experienced in Application Support Analyst technical and functional wise cycle with over 8 years of including Full support cycle starting from system installation until support cycle after signing off the project using SLA and OLA standards through many of Tracking systems.
- UAT and Implementation and support. Proven success in leadership, operational excellence, and organizational development with a keen understanding of elements of Clients business Needs, Plus Trained clients on software and provide the required software related service including technical support by responding to clients' inquiries regarding errors, problem, configuring, installation, or Data Migration Process from Backend.
- Define all system installation requirements including the needed data, the logical processes, the required hardware, the operating environment, and any interfaces with other systems & maintain and document customers' profiles, Plus Increase Customer satisfaction and manage the quality of service, plus cooperation with CS & PS.



Candidate Name: Marwan Ibrahim

Position Name: IT Technician

- Team to deliver project requirements and understands clients need to provide exceptional service to cover their requirements and solving conflicts & negotiated agreement between parties to reach Win-Win solution to disagreements and clarify the misunderstanding.
- Mange many successful Projects with full implementation cycle starting from project plan, system installation, Gap Analysis, Data Migration, Training, and Implementation all modules include Sign of the project with following with customers to stable and system working smoothly with full system functionality.

EDUCATION

Bachelor of Software Engineering in Software Engineering

Balqa Applied University 2014

CERTIFICATIONS

PMP

Oracle Developer