

**CITY OF BRIGANTINE
RFP DOCUMENT SUBMISSION CHECKLIST**

Required
With
Response

Read, Signed
and Submitted
(Respondent's initials)

A. FAILURE TO SUBMIT ANY OF THESE ITEMS IS MANDATORY CAUSE FOR REJECTION OF RFP

- | | |
|---|-----------------|
| ☒ Stocker Disclosure Certification | <u>GS</u> |
| ☒ Affidavit of Non-Collusion, properly notarized | <u>GS</u> |
| ☒ Required Evidence EEO/Affirmative Action Regulations Questionnaire
Submit Copy of State Certificate of Employee Information Report | <u>GS</u> |
| ☒ Proposal Cost Form / Signature Page | <u>GS</u> |
| ☒ Acknowledgement of Receipt of Addenda (To be completed if Addenda is issued) | <u> </u> |
| ☒ Disclosure of Investment Activities in Iran – Submit with bid response | <u>GS</u> |
| ☐ Other: | <u> </u> |

B. MANDATORY ITEMS, REQUIRED NO LATER THAN TIME PERIOD INDICATED

- | | |
|---|-----------|
| ☒ Business Registration Certificate – Bidder – Prefer with Bid Response
Required by Law Prior to Award of Contract | <u>GS</u> |
| ☒ License(s) or Certificates Required by the Specifications – RFP Response | <u>GS</u> |
| ☒ Certificates of the Required Insurance Naming Brigantine Additionally Insured
Required Prior to Award of Contract | <u>GS</u> |
| ☒ Evidence of Medical Malpractice or Professional Liability Insurance:
Supply Certificate Prior to Award of Contract | <u>GS</u> |

C. FAILURE TO SUBMIT ANY OF THESE ITEMS AT TIME OF RFP MAY BE CAUSE FOR REJECTION

- | | |
|--|-----------|
| ☒ Qualification Statement | <u>GS</u> |
| ☒ Key Personnel Information | <u>GS</u> |
| ☒ Three (3) references for similar projects | <u>GS</u> |
| ☒ CD or USB Flash Drive with PDF of RFP along w/printed Copies
CD or USB Flash Drive must be labeled with respondent's name | <u>GS</u> |

D. READ ONLY

Americans with Disability Act of 1990 Language

GS

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

Name of Respondent: Gary Smith Date: 9/13/23

By Authorized Representative:

Signature: 

Print Name & Title: Gary Smith, President Phone: 856-786-3500

CITY OF BRIGANTINE
REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY
CONSULTING & MANAGEMENT SERVICES

PURPOSE OF REQUEST

The City of Brigantine (the "City") is seeking Requests for Proposals (RFP) for Information Technology (IT) Consulting & Management Services at the City of Brigantine, capable of providing support and consulting services to the City's computer network and equipment.

The successful proposer will demonstrate qualifications, experience, and abilities to perform the scope of services detailed in this Request for Proposal.

TIME SCHEDULE

The City will follow the following timetable, which should result in a selection of a firm by October 4, 2023.

- | | |
|--|--------------------|
| 1. Issuance of Request for Proposals | August 15, 2023 |
| 2. Receipt of Qualification Statements | September 21, 2023 |
| 3. Completion of Evaluation of Qualification Statements by the Review Team | September 29, 2023 |
| 4. City Review of Review Team Recommendations | September 29, 2023 |
| 5. Approval of Professional Services Resolutions by City Council | October 4, 2023 |

SCOPE OF SERVICES

The successful proposer will be able to provide technical assistance and system administration related to the City's network system. They will be responsible for troubleshooting computer problems, maintaining the network to prepare for future needs, and preventing and managing technical issues.

The Scope of Work for the requested services includes, but is not limited to:

1. IT Consultant and Management Services (on-site or remote) for an average of 8 hours a week. This includes assisting users with operational issues and /or emergency response (i.e., servers, email access, public safety software) within a (2) hour maximum response time.
2. Provide proactive system maintenance for all network devices (i.e., warranty, network, and asset status), including routine maintenance, monthly reviews, and security management to prevent cyber-attacks. Proposer must demonstrate successful experience in supporting Edmunds Govtech applications, as well as other municipal software applications, as appropriate.
3. Provide preventative maintenance, including LAN\WAN troubleshooting, network server/workstation maintenance, updates, installations, configurations and troubleshooting of all software and hardware for approximately 80 workstations and 4 servers, located at various locations.
4. Recommend new workstation equipment and software, when necessary, as well as set up and install acquired items
5. Provide structured system protection and maintenance, including but not limited to firewall, backup system, anti-virus software and confirm system maintenance checks are being performed.
6. Support and maintain data backup and recovery and email archiving.
7. Troubleshoot (either remotely or on-site) hardware and software problems.
8. Maintain hardware/software inventory and license documentation.

9. Perform the repairs and necessary maintenance of the City's network.
10. Provide for system file backup for PC operations, which includes rebuilding various databases in case of system malfunction.
11. Monitor network security usage and perform necessary system "housekeeping"
12. Document information system processes and procedures, and assist with network security.
13. Strategic planning for future upgrades.

PROPOSAL REQUIREMENTS

1. Proposal (Initial proposal should be submitted in the form of two (2) hard copies and one on a flash drive).
 - a. Statement of Interest
 - b. Company information, including general information, size, number of employees, and years in business, full name of individual of entity or person submitting the proposal and the name of the key contact person.
 - c. At least three (3) references, including contact names and information.
 - d. Description of everyone's qualifications, including education, licensure, and years of professional experience (include copies of licenses held)
 - e. A listing of all previous Public Sector entities serviced by the proposer licensed professional including date of service.
 - f. Proposed cost of the service(s) or activities, including hourly rates of individuals who will perform the service or activities.
 - g. Insurance. The proposer shall provide documentation of insurance for professional liability coverage with limits as to liability acceptable to the City.
 - h. A copy of your New Jersey Business Registration Certificate.
 - i. A completed Business Entity Disclosure Form, Political Contribution Disclosure Form & a Stockholder Disclosure Certification.
 - j. A copy of Proposed Form of Contract.
 - k. An execute Americans with Disabilities Act of 1990 Acknowledgement Form

Evaluation

The City's objective in soliciting an RFP is to enable it to select a firm or organization that will provide high quality and cost-effective services to the citizens of Brigantine. The City will consider proposals only from firms or organizations that, in the City's judgement, have demonstrated the capability and willingness to provide high quality services to the citizens of the City in the manner described in this RFP.

The City may establish an evaluation committee to evaluate and score the proposals submitted by the vendors.

Proposals will be evaluated by the City based on the most advantageous, all relevant factors considered. The evaluation will consider the following selection criteria:

<i>Factor</i>	<i>Weight Given</i>
1. Responsiveness: The towns will consider the materials submitted by the proposer to determine Whether in compliance with this RFP.	30%
2. Price:	30%
3. Responsibility & Experience:	40%

The City will consider the materials submitted and other evidence it may obtain to determine the company's ability and history of successfully completing contracts of this type, meeting projected deadlines and experience in similar work.

TOTAL CRITERIA WEIGHT:

100%

Each proposal will be independently evaluated on factors 1 through 3.

Terms and Conditions

1. The City reserves the right to reject all proposals and to waive minor irregularities in any proposal.
2. The City reserves the right to request clarification of information submitted and to request additional information from any proposer.
3. The City reserves the right to award any contract to the next most qualified vendor if the vendor does not execute a contract within thirty (30) days after the award of the proposal.
4. Any proposal may be withdrawn up until the submittal date and time.
5. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP and which is not approved by the Municipal Attorney.
6. The City shall not be responsible for any costs incurred by the vendor in preparing, submitting, or presenting its response to the RFP.

Payment Terms

Payment by the City will be made on a monthly basis after services have been performed and an itemized billing statement has been received. A signed voucher will be submitted in the form specified by the City and approved by the appropriate City representative for signature by the vendor.

**REQUEST FOR PROPOSAL/QUALIFICATIONS
FOR
INFORMATION TECHNOLOGY CONSULTING & MANAGEMENT SERVICES**

**Issued by the
The City of Brigantine**

**Responses Due by:
September 21, 2023
11:00 AM**

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**CITY OF BRIGANTINE
OWNERSHIP DISCLOSURE FORM**

LEGAL NAME OF BIDDER: Wintsec Technologies of NJ DBA Networks Plus

Check the box that represents the type of business organization:

☐ Partnership ☐ Limited Partnership ☐ Subchapter S Corporation	☐ Corporation ☒ Limited Liability Corporation ☐ Other, Please List _____	☐ Sole Proprietorship ☐ Limited Liability Partnership
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The list below contains the names and addresses of all stockholders who own ten (10%) percent or more of the above company's stock, and if there are **NO STOCKHOLDERS OF 10% OR MORE**, simply check the **second box below**. If one or more such stockholders or partner is itself a corporation or partnership, the stockholders holding 10% or more of that corporation's stock, or the individual partners owning 10% of that corporation's stock, or the individual partners owning 10% or greater interest in that partnership, as the case may be, must also be listed.

The disclosure shall be continued until names and addresses of every person who is a non-corporate stockholder, or individual partner, exceeding the 10% ownership criteria established in this act, has been listed, in full compliance with Chapter 33 of the New Jersey Public Laws of 1977.

BIDDERS/RESPONDENTS MUST CHECK THE APPROPRIATE BOX:

- ☒ I certify that the **list below** contains the names and addresses of all **stockholders holding 10% or more** of the issued and outstanding stock of the undersigned.
- ☐ I certify that **no one stockholder** owns 10% or more of the issued and outstanding stock of the undersigned.

☐ Publicly Traded - For publicly traded entities to comply with N.J.S.A. 52:25-24.2 they may submit the name and address of each publicly traded entity, and the name and address of each person holding 10% or more beneficial interest in the publicly traded entity as of the last annual filing with the Security Exchange Commission (SEC), or foreign equivalent

Submit here the Website (URL) providing the last annual Security Exchange Commission (SEC) filing, or foreign equivalent:

Stockholder Name Gary Smith

Address 98 Cloverly Drive Richboro, PA 18954

Percentage of Ownership 100 %

Stockholder Name _____

Address _____

Percentage of Ownership _____ %

Stockholder Name _____

Address _____

Percentage of Ownership _____ %

(Note: Attach additional pages if necessary)

Gary Smith
(Respondent/Respondent Authorized Signature)

9/13/23
(Date)

Gary Smith
(Print name of authorized signatory)

President
(Title)

BUSINESS ENTITY DISCLOSURE CERTIFICATION
FOR NON-FAIR AND OPEN CONTRACTS
Required Pursuant To N.J.S.A. 19:44A-20.8
CITY OF BRIGANTINE

Part I – Vendor Affirmation

The undersigned, being authorized and knowledgeable of the circumstances, does hereby certify that the <name of business entity> has not made and will not make any reportable contributions pursuant to N.J.S.A. 19:44A-1 et seq. that, pursuant to P.L. 2004, c. 19 would bar the award of this contract in the one year period preceding (date of award scheduled for approval of the contract by the governing body) to any of the following named candidate committee, joint candidates committee; or political party committee representing the elected officials of the <name of entity of elected officials> as defined pursuant to N.J.S.A. 19:44A-3(p), (q) and (r).

Wintsec Technologies DBA Networks Plus	

Part II – Ownership Disclosure Certification

☒ I certify that the list below contains the names and home addresses of all owners holding 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business entity:

☐ Partnership ☐ Corporation ☐ Sole Proprietorship ☐ Subchapter S Corporation
☐ Limited Partnership ☒ Limited Liability Corporation ☐ Limited Liability Partnership

Name of Stock or Shareholder	Home Address
Gary Smith	98 Cloverly Drive, Richboro, PA 18954

Part 3 – Signature and Attestation:

The undersigned is fully aware that if I have misrepresented in whole or part this affirmation and certification, I and/or the business entity, will be liable for any penalty permitted under law.

Name of Business Entity: Wintsec Technologies DBA Networks Plus

Signature of Affiant: Gary Smith

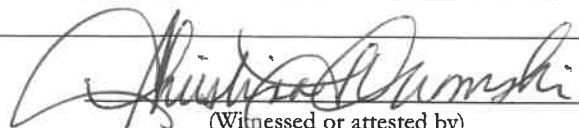
Title: President

Printed Name of Affiant : Gary Smith

Date: 9/13/23

Subscribed and sworn before me this 13 day of
September 2023

My Commission expires: 11/12/23


(Witnessed or attested by)
CHRISTINA L. OKONSKI
(Seal)

Commission # 2041369

BUSINESS ENTITY DISCLOSURE CERTIFICATION
FOR NON-FAIR AND OPEN CONTRACTS
Required Pursuant To N.J.S.A. 19:44A-20.8
CITY OF BRIGANTINE

The following is statutory text related to the terms and citations used in the Business Entity Disclosure Certification form.

“Local Unit Pay-To-Play Law” (P.L. 2004, c.19, as amended by P.L. 2005, c.51)

19:44A-20.6 Certain contributions deemed as contributions by business entity.

5. When a business entity is a natural person, a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity. When a business entity is other than a natural person, a contribution by any person or other business entity having an interest therein shall be deemed to be a contribution by the business entity.

19:44A-20.7 Definitions relative to certain campaign contributions.

6. As used in sections 2 through 12 of this act:

“business entity” means any natural or legal person, business corporation, professional services corporation, limited liability company, partnership, limited partnership, business trust, association or any other legal commercial entity organized under the laws of this State or of any other state or foreign jurisdiction;

“interest” means the ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit, as appropriate;

Temporary and Executing

12. Nothing contained in this act shall be construed as affecting the eligibility of any business entity to perform a public contract because that entity made a contribution to any committee during the one-year period immediately preceding the effective date of this act.

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**The New Jersey Campaign Contributions and Expenditures Reporting Act (N.J.S.A. 19:44A-1 et seq.)**

**19:44A-3 Definitions.** In pertinent part...

p. The term "political party committee" means the State committee of a political party, as organized pursuant to R.S.19:5-4, any county committee of a political party, as organized pursuant to R.S.19:5-3, or any municipal committee of a political party, as organized pursuant to R.S.19:5-2.

q. The term "candidate committee" means a committee established pursuant to subsection a. of section 9 of P.L.1973, c.83 (C.19:44A-9) for the purpose of receiving contributions and making expenditures.

r. the term "joint candidates committee" means a committee established pursuant to subsection a. of section 9 of P.L.1973, c.83 (C.19:44A-9) by at least two candidates for the same elective public offices in the same election in a legislative district, county, municipality or school district, but not more candidates than the total number of the same elective public offices to be filled in that election, for the purpose of receiving contributions and making expenditures. For the purpose of this subsection: ...; the offices of member of the board of chosen freeholders and county executive shall be deemed to be the same elective public offices in a county; and the offices of mayor and member of the municipal governing body shall be deemed to be the same elective public offices in a municipality.

**19:44A-8 and 16 Contributions, expenditures, reports, requirements.**



*While the provisions of this section are too extensive to reprint here, the following is deemed to be the pertinent part affecting amounts of contributions:*

“The \$300 limit established in this subsection shall remain as stated in this subsection without further adjustment by the commission in the manner prescribed by section 22 of P.L.1993, c.65 (C.19:44A-7.2)

**CITY OF BRIGANTINE  
NON-COLLUSION AFFIDAVIT  
(N.J.S.A. 52:34-15)**

State of New Jersey

County of Burlington

ss:

I, Gary Smith residing in Cinnaminson

(Name of Affiant)

(Name of Municipality)

in the County of Burlington and State of New Jersey of full  
age,

being duly sworn according to law on my oath depose and say that:

I am President of the firm of Wintec Technologies DBA Networks Plus,

(Title or Position)

(Name of Firm/Company)

the Bidder/Respondent making this Proposal for the Bid/RFP entitled IT Consulting and Management Services,

(Title of Proposal)

and that I executed the said Proposal with full authority to do so; that said Bidder/Respondent 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 City of Brigantine relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract. 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

Wintec Technologies DBA Networks Plus

(Name of Firm/Company)

Gary Smith  
(Signature of Affiant)

Gary Smith  
(Type or Print Name of Affiant)

  
CHRISTINA LOKUMSKI  
NOTARY PUBLIC  
My Commission Expires  
11/12/23  
Commission No. 2041369

**CITY OF BRIGANTINE**  
**EEO/AFFIRMATIVE ACTION COMPLIANCE NOTICE**  
**N.J.S.A. 10:5-31 and N.J.A.C. 17:27**  
**GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS**

All successful bidders are required to submit evidence of appropriate affirmative action compliance to the City and Division of Public Contracts Equal Employment Opportunity Compliance. During a review, Division representatives will review the city files to determine whether the affirmative action evidence has been submitted by the vendor/contractor. Specifically, each vendor/contractor shall submit to the City, prior to execution of the contract, one of the following documents:

**Goods and General Service Vendors**

1. Letter of Federal Approval indicating that the vendor is under an existing Federally approved or sanctioned affirmative action program. A copy of the approval letter is to be provided by the vendor to the City and the Division. This approval letter is valid for one year from the date of issuance.

**Do you have a federally approved or sanctioned EEO/AA program?**  
**If yes, please submit a photocopy of such approval.**

Yes ☐ No ☒

2. A Certificate of Employee Information Report (hereafter "Certificate"), issued in accordance with N.J.A.C. 17:27-1.1 et seq. The vendor must provide a copy of the Certificate to the City as evidence of its compliance with the regulations. The Certificate represents the review and approval of the vendor's Employee Information Report, Form AA-302 by the Division. The period of validity of the Certificate is indicated on its face. Certificates must be renewed prior to their expiration date in order to remain valid.

**Do you have a State Certificate of Employee Information Report Approval?**  
**If yes, please submit a photo copy of such approval.**

Yes ☐ No ☒

3. The successful vendor shall complete an Initial Employee Report, Form AA-302 and submit it to the Division with \$150.00 Fee and forward a copy of the Form to the City. Upon submission and review by the Division, this report shall constitute evidence of compliance with the regulations. Prior to execution of the contract, the EEO/AA evidence must be submitted.

The successful vendor may obtain the Affirmative Action Employee Information Report (AA302) on the Division website [www.state.nj.us/treasury/contract\\_compliance](http://www.state.nj.us/treasury/contract_compliance).

The successful vendor(s) must submit the AA302 Report to the Division of Public Contracts Equal Employment Opportunity Compliance, with a copy to Public Agency.

The undersigned vendor certifies that he/she is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27 and agrees to furnish the required forms of evidence.

The undersigned vendor further understands that his/her bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27.

Company: Wintsec Technologies DBA Networks Plus Title: President

Print Name: Gary Smith Signature: 

Date: 9/13/23

**CITY OF BRIGANTINE  
EXHIBIT A**

**MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE  
N.J.S.A. 10:5-36 et seq. (P.L. 1975, C. 127) and N.J.A.C. 17:27 et seq.  
Goods, Professional Service and General Service Contracts**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A.10:5-31 et seq. as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted city employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

**CITY OF BRIGANTINE  
MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE  
(CONTINUED)**

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval;

Certificate of Employee Information Report; and

Employee Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

Submitted by: Wintsec Technologies DBA Networks Plus  
(Name of the Firm)

Name: Gary Smith  
(Please print or Type)

Signature: *Gary Smith*

Title: President

Dated: 9/13/23

**CITY OF BRIGANTINE  
PROPOSAL COST FORM / SIGNATURE PAGE**

The undersigned declares that he/she has read the Notice, Instructions, Affidavits and Scope of Services attached, that he/she has determined the conditions affecting the proposal and agrees, if this proposal is accepted, to furnish and deliver services per the attached schedule of fees for the following:

**PROFESSIONAL AND LEGAL SERVICES**

The undersigned is a (Corporate)  
(Partnership) under the laws of the State of New Jersey having  
(Individual)

Its principal office at 504 Route 130 N.

Wintsec Technologies of NJ DBA Networks Plus

Company

504 Route 130 N.

Address



Signature of Authorized Agent

856-786-3500

Telephone Number

856-786-4379

Fax Number

83-2338823

Federal I.D. # or Social Security #

Suite 110

Gary Smith

Type or Print Name

9/13/23

Date

gsmith@wintsec.com

Email Address

**PRICE PROPOSAL FORM**

**A. Regular Maintenance (Scope of Work)**

Year 1 \$ 5400 per month x 12 months \$ 64,800

Year 2 \$ 5400 per month x 12 months \$ 64,800

**B. Out of Scope Hourly Rate (for work not included in scope of work)**

Year 1 \$ 165 per hour

Year 2 \$ 165 per hour

Firm Name: Gary Smith

Firm Address: 504 Route 130 N.

Telephone: 856-786-3500

Email Address: gsmith@wintsec.com

Submitted by: Gary Smith

Signature: *Gary Smith* Date: 9/13/23

**CITY OF BRIGANTINE  
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN**

Bidder: Wintsec Technologies DBA Networks Plus

**PART 1: CERTIFICATION**

**BIDDERS ARE TO COMPLETE PART 1 BY CHECKING EITHER BOX BELOW**

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid proposal or otherwise proposes to enter into or renew a contract must 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 <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. Failure to complete the certification will render a bidder's proposal nonresponsive. If the Director finds a person or entity to be in violation of law, that they shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

**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 New Jersey 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 – ADDITIONAL INFORMATION**

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 on additional sheets provided by you.

**PART 3: 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 City of Brigantine and that the City at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Gary Smith Signature: Gary Smith

Title: President Date: 9/13/23



12/10/18

Taxpayer Identification# 832-338-823/000

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, N J 08646-0252

TAXPAYER NAME:  
WINTSEC TECHNOLOGIES OF NJ LLC

TRADE NAME:

ADDRESS:  
504 US 130 STE 110  
CINNAMINSON NJ 08077  
EFFECTIVE DATE:

SEQUENCE NUMBER:  
2293006

ISSUANCE DATE:  
12/10/18

12/10/18



Director  
New Jersey Division of Revenue

FORM-BRC

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

# Edward Jesus Miranda

has successfully completed the requirements to be recognized as



COMP001020716188

CANDIDATE ID

August 12, 2014

CERTIFICATION DATE

EXP DATE: 11/22/2017

A stylized signature in black ink.

TODD THIBODEAUX, PRESIDENT & CEO

Code: LQS20HSBVBDB4SPDH

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

## Edward Jesus Miranda

has successfully completed the requirements to be recognized as



COMP001020716188

CANDIDATE ID

November 22, 2014

CERTIFICATION DATE

EXP DATE: 11/22/2017

A stylized handwritten signature in black ink.

TODD THIBODEAUX, PRESIDENT & CEO

Code: RQ940E4MNH112M3E

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



Lotus

In recognition of the commitment to  
achieve professional excellence,  
this certifies that

**Jerry Caruso**

has completed the course,

***Working with Notes: Beyond Basics***

Congratulations on your achievement.

Authorized  
Education  
Center

*Darryl Caruso*  
Certified Instructor

April 25, 1996

Date



# Lotus

In recognition of the commitment to  
achieve professional excellence,  
this certifies that

**Jerry Caruso**

has completed the course,

## *Lotus Notes Basics*

Congratulations on your achievement.

Authorized  
Education  
Center

  
Certified Instructor

April 25, 1996

Date

# Certified Novell Engineer<sup>™</sup>

## F GERALD CARUSO NetWare<sup>®</sup> 5

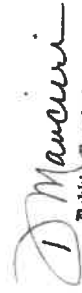
Novell, on authorization from the Chairman of the Board, hereby recognizes you  
as a Certified Novell Engineer for successfully completing the certification requirements on

August 31, 2000.

This certificate has been granted as evidence thereof.

  
Eric Schmidt  
Chief Executive Officer & Chairman

**Novell.**

  
Debbie Maurer  
Vice President, Novell Education



# Certificate of Excellence

F GERALD CARUSO

Microsoft® Certified  
Professional

+ Internet

Has **successfully** completed the **requirements**  
to be recognized as a

**Microsoft Certified Professional + Internet**

Microsoft

Signed by

*Bill Gates*

Microsoft  
Certified Professional

DATE 06/30/93

EXAM CERTIFICATE

*This certifies that*

**F Gerald Caruso**

*has successfully completed an exam on*

*Introduction to MS-DOS & Microcomputer Hardware  
as part of the Microsoft Certified Professional Program.*

SIGNED BY  
*Bill Huter*





# Certificate of Excellence

F GERALD CARUSO

Microsoft® Certified  
Professional

Has **successfully** completed the **requirements**

to be recognized as a **Microsoft Certified Professional**

Microsoft

Signed by

*Bill Gates*

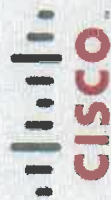
4542610  
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0309





# Cisco Career Certifications

## Mohammed Khaja Moin Uddin

HAS SUCCESSFULLY COMPLETED THE CISCO CAREER CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

### Cisco IP Contact Center Express Specialist



VALID THROUGH March 19, 2012  
Cisco ID No. CSC011514308

Validate this certificate's authenticity at  
[www.cisco.com/go/verifycertificate](http://www.cisco.com/go/verifycertificate)  
Certificate Verification No. 402584169385GSCX

*John J. Chambers*

John Chambers  
Chairman and CEO  
Cisco Systems, Inc.

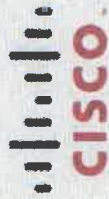
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5090373  
0325







# Cisco Career Certifications

## Mohammed Khaja Moin Uddin

HAS SUCCESSFULLY COMPLETED THE CISCO CAREER CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

### Cisco Unity Support Specialist



Validate this certificate's authenticity at  
[www.cisco.com/go/verifycertificate](http://www.cisco.com/go/verifycertificate)  
Certificate Verification No. 402464167593PPYG

VALID THROUGH March 8, 2012  
Cisco ID No. CSC011514308

*John J. Chambers*

John Chambers  
Chairman and CEO  
Cisco Systems, Inc.

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0316



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08644

# JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY



HYDERABAD, ANDHRA PRADESH, INDIA

College Code: 08 ( S C E T, HYDERABAD )

*Mr. Mohd Khaja Moinuddin*  
*S/o Mohd Gulam Jeelani*

having fulfilled the academic requirements and passed the examination

held during *May - 2008* in *\* First Class \**

has this day been admitted by the Executive Council to the Degree of

*Bachelor of Technology*  
*( Computer Science & Engineering )*

Given under the Seal of the University

H.T.No : 04081A0523

Date : - 1 AUG 2008



*B. Deay Kumar*

Controller of Examinations

*[Signature]*

Director of Evaluation

*[Signature]*

Registrar





*of the Attorney General*

Consumer Affairs  
of Electrical Contractors  
Floor, Newark, NJ 07102



**JEFFREY S. CHIESA**  
*Attorney General*

**ERIC T. KANEFSKY**  
*Acting Director*

**Mailing Address:**  
P.O. Box 45006  
Newark, NJ 07101  
(973) 504-6410

June 29, 2012

Mr. F. Gerald Caruso  
Networks Plus LLC  
1821 Cinnaminson Avenue  
Cinnaminson, NJ 08077

**RE: TELECOMMUNICATIONS WIRING EXEMPTION CARD: 2179**

Dear Mr. Caruso:

Attached is the Telecommunications Wiring Exemption Card.

Please be advised that pursuant to N.J.A.C. 13:31-4.1, the Telecommunications Wiring Exemption, amended and recodified on June 3, 2002 by the Board of Examiners of Electrical Contractors, the exempt entity shall:

(g) Notify the Board in writing of any change of address within 10 days of the address change.

(h) Notify the Board in writing of any change in name, ownership, or form of ownership, within 30 days of such change.

These changes may be reported by writing to the Board of Examiners of Electrical Contractors, P.O. Box 45006, Newark, New Jersey 07101.

Additionally, any questions concerning your exemption or your card should be directed to the Board by calling (973) 504-6410.

Sincerely,

*Marian R. Fiore*

Marian R. Fiore  
Sr. Management Assistant

mrf  
enc.

**Novell.**

September 13, 2000

F GERALD CARUSO  
501 MAPLE AVE  
PALMYRA, NJ 08065  
UNITED STATES

Dear F GERALD:

Congratulations! On behalf of Novell Education, I am pleased to grant you the title of:

### **Certified Novell Engineer (CNE)**

Welcome to the elite group of CNEs! Based on feedback received from many other Novell-certified individuals, we trust the time and effort you have invested to complete Novell's rigorous requirements and become a Certified Novell Engineer will greatly enhance your career.

Now that you are a CNE, visit CNE Net, the Web site designed especially for Novell certified professionals. This secure Web site offers you many of the benefits associated with being a CNE, such as logos and discounts on Novell products. It also contains the latest technical and product information, patches, private forums, and new training and certification opportunities. Most importantly, CNE Net contains information about your current status as a CNE. Please check this status periodically and keep your contact information updated!

To access CNE Net, go to <http://cnenet.novell.com> and enter your confidential Novell Certification ID in the "User Name" field and personal identification number (PIN) in the "Password" field:

**Certification ID: 6536356**

**PIN: 2321**

*\*\*\* This is your personal Novell identification information.  
Please keep this document in a safe place! \*\*\**

If you are a new CNE, you are also entitled to two free technical support calls, valuable because Novell's tech support staff can help you with any NetWare-related problem through resolution. These two free support calls are only valid with your initial CNE certification (not with any additional certifications) and expire one year from your initial CNE certification date. For more technical support information, go to <http://support.novell.com>.

With your CNE, you can now pursue a higher level certification from Novell, like Master CNE or Certified Directory Engineer. Visit <http://education.novell.com/mcne> or <http://education.novell.com/cde> for more information on either of these programs.

Your commitment to Novell Education's certifications, as well as your dedication and effort to earn this certification, is greatly appreciated. On behalf of Novell Education, I wish you great success as a CNE.

Sincerely,



Debbie Maucieri  
Vice President  
Novell Education



**Implementing and Supporting Microsoft® Windows NT® Workstation 4  
Examination Score Report**

**CANDIDATE:** F GERALD CARUSO

**CANDIDATE ID:** 135442321

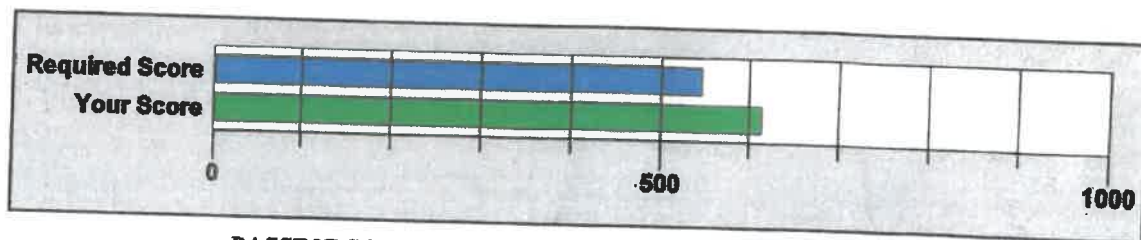
**REGISTRATION NUMBER:** CE2DTT2668

**DATE:** January 15, 1999

**SITE NUMBER:** NJD

**EXAM:** Implementing and Supporting Microsoft® Windows NT® Workstation 4

**SERIES:** 073



**PASSING SCORE:** 547 **YOUR SCORE:** 615 **GRADE:** Pass

*This examination was delivered at an Authorized Prometric Testing Center. To register for another Microsoft exam in the United States or Canada, call 1-800-755-EXAM. Elsewhere, please contact your Sylvan Prometric*

**DO NOT LOSE THIS REPORT**

MICROSOFT CORPORATION

Introduction to MS-DOS & Microcomputer Hardware  
Examination Score Report

CANDIDATE: F GERALD CARUSO  
ID: 135442321  
DATE: June 30, 1993

EXAM: Introduction to MS-DOS & Microcomputer Hardware

PASSING SCORE: 609 YOUR SCORE: 612 GRADE: Pass

The report below shows your performance in each section for the  
Introduction to MS-DOS & Microcomputer Hardware exam.

| SECTION ANALYSIS                   | Number of Questions | Number Correct | Percent Correct |
|------------------------------------|---------------------|----------------|-----------------|
| 1. Microcomputer Architecture..... | 18                  | 13             | 72%             |
| 2. MS-DOS System Components.....   | 6                   | 4              | 66%             |
| 3. Memory Management.....          | 7                   | 6              | 85%             |
| 4. General Usage.....              | 9                   | 5              | 55%             |
| 5. Customizing the System.....     | 11                  | 5              | 45%             |
| 6. Troubleshooting.....            | 11                  | 5              | 45%             |

**DO NOT LOSE THIS REPORT**

This examination was delivered by Drake Training & Technologies.  
To register for another Microsoft exam, call

1-800-755-EXAM



**Microsoft Certified Professional Transcript**  
Latest Activity Recorded February 09, 1999

F GERALD CARUSO  
NO COMPANY NAME  
501 MAPLE AVE  
PALMYRA, NJ 08065

Microsoft Certified Professional ID: 4520

**Certification Status**

Microsoft Certified Professional certification achieved Jan 7, 1999

Microsoft Certified Professional + Internet certification achieved Feb 9, 1999

Microsoft Certified Systems Engineer certification achieved Feb 9, 1999

**Certification Exams Completed Successfully - Date Completed**

|     |                                                                                      |
|-----|--------------------------------------------------------------------------------------|
| 001 | Introduction to MS-DOS™ & Microcomputer Hardware Exam - Jun 30, 1993                 |
| 067 | Implementing and Supporting NT™ Server 4.0 - Jan 7, 1999                             |
| 068 | Implementing and Supporting NT™ Server 4.0 in the Enterprise - Jan 12, 1999          |
| 073 | Implementing and Supporting NT™ 4.0 Workstation - Jan 15, 1999                       |
| 059 | Internetworking with Microsoft® TCP/IP on Microsoft® Windows NT™ 4.0 - Jan 21, 1999  |
| 087 | Implementing and Supporting Microsoft® Internet Information Server 4.0 - Feb 9, 1999 |

(Retired exams do not count toward Microsoft Certified Professional certifications.)





**Microsoft Certified Professional Transcript**  
Latest Activity Recorded January 07, 1999

F GERALD CARUSO  
NO COMPANY NAME  
501 MAPLE AVE  
PALMYRA, NJ 08065

Microsoft Certified Professional ID: 4520

**Certification Status**

Microsoft Certified Professional certification achieved Jan 7, 1999

**Certification Exams Completed Successfully - Date Completed**

001 Introduction to MS-DOS™ & Microcomputer Hardware Exam - Jun 30, 1993  
067 Implementing and Supporting NT™ Server 4.0 - Jan 7, 1999

(Retired exams do not count toward Microsoft Certified Professional certifications.)

July 8, 1993

**Dear Microsoft Certified Professional Candidate:**

**Enclosed please find your Microsoft Certified Professional Exam Certificate(s) for tests taken through July 7, 1993. Congratulations, you have passed the exam(s) noted on the certificate(s). When you have successfully completed the requirements for the certification of the Microsoft product, you will receive a program certificate. Please be advised that it takes four to six weeks to receive your membership card and program certificate.**

**You are on your way to be recognized as a Microsoft product expert. Thank you for your interest and participation in the Microsoft Certified Professional Program.**

**Sincerely,  
Microsoft Certified Professional Program**



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
09/12/2023

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).

|                                                                                                             |                                                                                  |               |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------|
| <b>PRODUCER</b><br>Edgewood Partners Insurance Center<br>40 Marcus Drive 3rd Floor<br><br>Melville NY 11747 | <b>CONTACT NAME:</b> Commercial Support                                          |               |
|                                                                                                             | <b>PHONE (A/C, No, Ext):</b> (631) 390-9700 <b>FAX (A/C, No):</b> (631) 390-9790 |               |
|                                                                                                             | <b>E-MAIL ADDRESS:</b> MSMcertsCM@epicbrokers.com                                |               |
|                                                                                                             | <b>INSURER(S) AFFORDING COVERAGE</b>                                             | <b>NAIC #</b> |
|                                                                                                             | <b>INSURER A:</b> UNITED STATES LIABILITY INSURA                                 | 25895         |
|                                                                                                             | <b>INSURER B:</b>                                                                |               |
|                                                                                                             | <b>INSURER C:</b>                                                                |               |
|                                                                                                             | <b>INSURER D:</b>                                                                |               |
|                                                                                                             | <b>INSURER E:</b>                                                                |               |
|                                                                                                             | <b>INSURER F:</b>                                                                |               |

**COVERAGES** **HP** **CERTIFICATE NUMBER:** Cert ID 15599 **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 SUBR INSD WVD               | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------|-------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A        | <input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b><br><br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC<br><input type="checkbox"/> OTHER: |                                  | PPP1551886F   | 04/11/2023              | 04/11/2024              | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000<br>MED EXP (Any one person) \$ 10,000<br>PERSONAL & ADV INJURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 2,000,000<br>PRODUCTS - COMP/OP AGG \$ Included |
| A        | <b>AUTOMOBILE LIABILITY</b><br><br><input type="checkbox"/> ANY AUTO<br><input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS<br><input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY                                                                             |                                  | PPP1551886F   | 04/11/2023              | 04/11/2024              | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$                                                                                |
| A        | <input type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR<br><input checked="" type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE<br><br>DED <input type="checkbox"/> RETENTION \$                                                                                                                 |                                  | XL1578110E    | 04/11/2023              | 04/11/2024              | EACH OCCURRENCE \$ 4,000,000<br>AGGREGATE \$ 4,000,000                                                                                                                                                                                   |
|          | <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b><br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below                                                                                                                                                           | Y/N <input type="checkbox"/> N/A |               |                         |                         | PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/><br>E.L. EACH ACCIDENT \$<br>E.L. DISEASE - EA EMPLOYEE \$<br>E.L. DISEASE - POLICY LIMIT \$                                                                         |
| A        | <b>Errors and Omissions</b>                                                                                                                                                                                                                                                                                                                             |                                  | PPP1551886F   | 04/11/2023              | 04/11/2024              | Each Occurrence \$ 1,000,000<br>Each Claim \$ 1,000,000                                                                                                                                                                                  |

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

|                           |                                                                                                                                                                |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CERTIFICATE HOLDER</b> | <b>CANCELLATION</b>                                                                                                                                            |
| Proof of Insurance        | 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<br>                                                                                                                                  |

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## QUALIFICATIONS CERTIFICATION

### EXPERIENCE

1. Number of year's organization has been in business under your present business name.  
20 \_\_\_\_\_

2. How many year's experience in this type of work has your organization had?  
20 \_\_\_\_\_

3. What are the latest projects (within the last five years) your organization has completed?

| <u>Contract Amount</u> | <u>Date Work Completed</u> | <u>For Whom</u>      |
|------------------------|----------------------------|----------------------|
| A. \$ 10,800 _____     | Ongoing _____              | Eastampton Twp _____ |
| B. \$ 18,984 _____     | Ongoing _____              | Mansfield Twp _____  |
| C. \$ 10,752 _____     | Ongoing _____              | Hainesport Twp _____ |

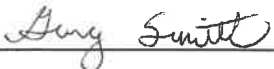
Names, addresses and telephone numbers of reference for items listed above:

| <u>Name and Address</u>                                       | <u>Telephone Number</u> |
|---------------------------------------------------------------|-------------------------|
| A. Kim White, 12 Manor House Court Eastampton, NJ 08060 _____ | 609-267-5723 _____      |
| B. Linda Semus, 3135 Route 206 South Columbus, NJ 08052 _____ | 609-298-0542 _____      |
| C. Paula Kosko, 1401 Marne Highway Hainesport, NJ 08036 _____ | 609-267-2730 _____      |

The undersigned hereby certifies the bidder making this bid is not on the State of New Jersey list of Debarred, Suspended or Disqualified Bidders. Bidder further certifies they have available resources, equipment, experience and capability to undertake and perform the work described in this specification.

Name of Bidder: Wintsec Technologies DBA Networks Plus

By Authorized Representative:

Original Signature: 

Print Name and Title: Gary Smith, President

Date: 9/13/23



### **Handling of the Scope of Work**

Our proposed handling of the City of Brigantine will include a mix of field and remote technicians from our NJ and PA offices with site visits happening regularly. Tickets will be addressed inside an hour with a resolution within 4 hours. Should an issue need to be escalated, it will be within that window. The list of technicians resumes cover a wide range of abilities that far exceed the technical requirements of the City.

**Disclaimer:** This bid assumes management of any existing licensing will be transitioned to Networks Plus. Any additional licensing not mentioned in the RFP will be added to the monthly total.

**Other Public Entities:**

**Florence Twp and Police - Current**

**Springfield Twp and Police - Current**

**Delran Police - Current**

**Borough of Oaklyn and Police - Current**

**Borough of Haddon Heights and**

**Police - Current**

**STATE OF NEW JERSEY**

**Division of Purchase & Property  
Contract Compliance Audit Unit  
EEO Monitoring Program**

**EMPLOYEE INFORMATION REPORT**

**IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For Instructions on completing the form, go to: [https://www.state.nj.us/treasury/contract\\_compliance/documents/pdf/forms/aa302ins.pdf](https://www.state.nj.us/treasury/contract_compliance/documents/pdf/forms/aa302ins.pdf)**

**SECTION A - COMPANY IDENTIFICATION**

|                                                                                                                                                       |                                                                                                                                                                                                                     |                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| 1. FID. NO. OR SOCIAL SECURITY<br><b>83-2338823</b>                                                                                                   | 2. TYPE OF BUSINESS<br><input type="checkbox"/> 1. MFG <input checked="" type="checkbox"/> 2. SERVICE <input type="checkbox"/> 3. WHOLESALE<br><input type="checkbox"/> 4. RETAIL <input type="checkbox"/> 5. OTHER | 3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY<br><b>8</b> |
| 4. COMPANY NAME<br><b>Wintsec Technologies of NJ d/b/a Networks Plus</b>                                                                              |                                                                                                                                                                                                                     |                                                          |
| 5. STREET<br><b>504 Route 130 N</b>                                                                                                                   | CITY<br><b>Cinnaminson</b>                                                                                                                                                                                          | COUNTY<br><b>Burlington</b>                              |
|                                                                                                                                                       | STATE<br><b>NJ</b>                                                                                                                                                                                                  | ZIP CODE<br><b>08077</b>                                 |
| 6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) _____ CITY _____ STATE _____ ZIP CODE _____                                            |                                                                                                                                                                                                                     |                                                          |
| 7. CHECK ONE: IS THE COMPANY: <input checked="" type="checkbox"/> SINGLE-ESTABLISHMENT EMPLOYER <input type="checkbox"/> MULTI-ESTABLISHMENT EMPLOYER |                                                                                                                                                                                                                     |                                                          |
| 8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ _____                                                                    |                                                                                                                                                                                                                     |                                                          |
| 9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT _____                                                               |                                                                                                                                                                                                                     |                                                          |
| 10. PUBLIC AGENCY AWARDING CONTRACT _____ CITY _____ COUNTY _____ STATE _____ ZIP CODE _____                                                          |                                                                                                                                                                                                                     |                                                          |

|                   |               |            |                               |
|-------------------|---------------|------------|-------------------------------|
| Official Use Only | DATE RECEIVED | INAG. DATE | ASSIGNED CERTIFICATION NUMBER |
|                   |               |            |                               |

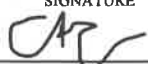
**SECTION B - EMPLOYMENT DATA**

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. **DO NOT SUBMIT AN EEO-1 REPORT.**

| JOB CATEGORIES                                 | ALL EMPLOYEES                                                                             |        |        | PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN |          |              |       |          |                    |          |              |       |          |
|------------------------------------------------|-------------------------------------------------------------------------------------------|--------|--------|----------------------------------------------------|----------|--------------|-------|----------|--------------------|----------|--------------|-------|----------|
|                                                | COL. 1                                                                                    | COL. 2 | COL. 3 | ***** MALE *****                                   |          |              |       |          | ***** FEMALE ***** |          |              |       |          |
|                                                | TOTAL<br>(Cols. 2 & 3)                                                                    | MALE   | FEMALE | BLACK                                              | HISPANIC | AMER. INDIAN | ASIAN | NON MIN. | BLACK              | HISPANIC | AMER. INDIAN | ASIAN | NON MIN. |
| Officials/ Managers                            | 1                                                                                         |        |        |                                                    |          |              |       |          |                    |          |              |       | 1        |
| Professionals                                  |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Technicians                                    | 6                                                                                         |        |        | 1                                                  | 1        |              |       | 4        |                    |          |              |       |          |
| Sales Workers                                  |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Office & Clerical                              | 1                                                                                         |        |        |                                                    |          |              |       |          |                    |          |              |       | 1        |
| Craftworkers (Skilled)                         |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Operatives (Semi-skilled)                      |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Laborers (Unskilled)                           |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Service Workers                                |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| <b>TOTAL</b>                                   |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Total employment From previous Report (if any) |                                                                                           |        |        |                                                    |          |              |       |          |                    |          |              |       |          |
| Temporary & Part-Time Employees                | The data below shall NOT be included in the figures for the appropriate categories above. |        |        |                                                    |          |              |       |          |                    |          |              |       |          |

|                                                                                                                                                                                                                                  |                                                                                                                                           |                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED<br><input type="checkbox"/> 1. Visual Survey <input checked="" type="checkbox"/> 2. Employment Record <input type="checkbox"/> 3. Other (Specify) _____ | 14. IS THIS THE FIRST Employee Information Report Submitted?<br>1. YES <input type="checkbox"/> 2. NO <input checked="" type="checkbox"/> | 15. IF NO, DATE LAST REPORT SUBMITTED<br>MO. DAY YEAR<br><b>6    6    22</b> |
| 13. DATES OF PAYROLL PERIOD USED<br>From: <b>9/1/23</b> To: <b>9/15/23</b>                                                                                                                                                       |                                                                                                                                           |                                                                              |

**SECTION C - SIGNATURE AND IDENTIFICATION**

|                                                                               |                                                                                                  |                                                              |                                              |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------|
| 16. NAME OF PERSON COMPLETING FORM (Print or Type)<br><b>Christine Caione</b> | SIGNATURE<br> | TITLE<br><b>Bookkeeper</b>                                   | DATE<br>MO. DAY YEAR<br><b>9    13    23</b> |
| 17. ADDRESS NO. & STREET<br><b>504 Route 130 N</b>                            | CITY<br><b>Cinnaminson</b>                                                                       | COUNTY<br><b>Burlington</b>                                  | STATE<br><b>NJ</b>                           |
|                                                                               | ZIP CODE<br><b>08077</b>                                                                         | PHONE (AREA CODE, NO., EXTENSION)<br><b>856 - 786 - 3500</b> |                                              |

NEW JERSEY DEPARTMENT OF THE TREASURY  
DIVISION OF REVENUE AND ENTERPRISE SERVICES

CERTIFICATE OF FORMATION  
WINTSEC TECHNOLOGIES OF NJ LLC  
0450318207

The above-named DOMESTIC LIMITED LIABILITY COMPANY was duly filed in accordance with New Jersey State Law on 10/26/2018 and was assigned identification number 0450318207. Following are the articles that constitute its original certificate.

1. **Name:**  
WINTSEC TECHNOLOGIES OF NJ LLC
2. **Registered Agent:**  
GARY SMITH
3. **Registered Office:**  
504 US 130  
STE 110  
CINNAMINSON, NEW JERSEY 08077
4. **Business Purpose:**  
IT AND NETWORKING SERVICES
5. **Effective Date of this Filing is:**  
10/26/2018
6. **Members/Managers:**  
GARY SMITH  
98 CLOVERLY DRIVE  
RICHBORO, PENNSYLVANIA 18954
7. **Main Business Address:**  
504 US 130  
STE 110  
CINNAMINSON, NEW JERSEY 08077

**Signatures:**

GARY SMITH  
AUTHORIZED REPRESENTATIVE



Certificate Number : 4064571070

Verify this certificate online at

[https://www1.state.nj.us/TYTR\\_StandingCert/JSP/Verify\\_Cert.jsp](https://www1.state.nj.us/TYTR_StandingCert/JSP/Verify_Cert.jsp)

IN TESTIMONY WHEREOF, I have  
hereunto set my hand and  
affixed my Official Seal  
26th day of October, 2018

A handwritten signature in cursive script, appearing to read "Elizabeth Maher Muoio".

Elizabeth Maher Muoio  
State Treasurer



## **Network Security Engineer | CCIE #63845 | IT Engineer**

- . I have been exceptionally successful in the field of **Information Technology** with over 11 years of experience.
- . I work well individually, unsupervised and excel highly within group environments promoting a team player environment.
- . I am especially effective at creating solutions, problem solving and trouble-shooting tasks, generously exceeding prescribed goals, on time.

## **TECHNICAL SKILLS**

- ✓ Firewalls, Centralized Firewall management
- ✓ Switches, Routers Multivendor
- ✓ Wireless AP's and Cisco WLC
- ✓ EDR, EPP, Antivirus & Anti Spams
- ✓ AAA (ISE, FortiAuthenticator)
- ✓ SourceFire NGIPS
- ✓ Proxy Server WSA
- ✓ Email security (ESA, Barracuda)
- ✓ 2FA (DUO)
- ✓ F5 LTM
- ✓ FortiClient EMS.
- ✓ Monitoring Tools: PRTG, IBM Qradar, Solarwinds.
- ✓ Azure

## **CERTIFICATIONS & TRAININGS**

- ✓ **CERTIFIED** – CISCO Certified Internetwork Expert-Security CCIE# 63845
- ✓ **CERTIFIED** - CISCO Certified Network Associate R&S.
- ✓ **CERTIFIED** - NSE 1 and NSE 2
- ✓ **CERTIFIED** – Palo Alto ACE 8.1
- ✓ **Trained** – Certified Network Security specialist ICSI
- ✓ Trained in Fortinet NSE 4, 5, 6, 7.
- ✓ Trained in Cisco SDWAN, SDA.
- ✓ Trained in Security+
- ✓ Trained in F5 LTM
- ✓ Trained in Advance Concepts of Microsoft Server 2012 (MCSA).

## **PROFESSIONAL EXPERIENCE**

**Wintsec Technologies.**  
**Horsham, USA.**

**Sr. Network Security Engineer**  
**Feb 2021- Till Date**

Wintsec Technologies is leading MSP & IT Services Company providing IT services to companies of all sizes in USA.

- As a MSP Providing technical support, planning, implementation, and integration of various multi - vendor and multi-protocol networks in small to large corporate environments.
- Handled multiple Implementation projects.
- Responsible for systems and network security best practices, vulnerability and risk management.

- Configured Firewalls – FortiGate, Palo Alto, Cisco ASA, Meraki, Juniper SRX Physical and Azure.
- Configured FortiCloud, FortiManager with Zero Touch Provisioning, FortiAuthenticator, FortiClient EMS.
- Configured S2S IPSEC VPN, Remote Access IPSEC & SSL, ADVPN, DMVPN, SSO with AzureAD.
- Configured EDR, EPP, Antivirus, AntiRansomware for multiple clients.
- Threat Hunting and Documentation on Incident Investigation and Response.
- Configured multivendor 2-Factor Authentication.
- Configured Managed SOC for multiple clients.
- Azure Implementation, Firewall configuration, Site-to-Site with on premises and remote access VPN for Azure.
- Responsible for Tickets with TAC.
- Documentation, Keeping track of Licensing, subscriptions.

**Adaptive Software Solutions.**  
**Hyderabad, India.**

**Network Security Engineer**  
**July 2017- June 2020**

Client: worked with a leading Bank in Middle East.

- Performed network security monitoring, event analysis, remediation, incident escalation and impact analysis.
- Incident Management and Resolution and minimum impact on Services using HP service manager tool.
- Reviewing and performing the Configuration Change Requests (CR/RFC) using (Ticketing System).
- Extensive experience in the management of Cisco ASA and FTD 2120 v6.2.2.4, Cisco ASA 5585 version 9.1, Palo Alto(7050, 5050) firewalls and other network devices.
- Configured devices ASA 55xx, Fortigate 300D.
- Responsible for Multi homing for high availability
- 
- Establish and Maintains site-to-site VPN with partners and SSL VPN for remote users.
- Managing 2-factor Authentication Server (Token) - Vasco's Identikey.
- Configuring and managing the devices and users for remote email access in the MobileIron management system.
- Dot1x, MAB, CWA, Profiling and Posturing, Anyconnect client using ISE 2.4.
- F5 LTM implementation and monitoring.
- Coordinating and collab with staff members and clients for any issues in network.

**AL-Harbi Holding (Bold International FZCO)**  
**JAFZA, DUBAI, UAE.**

**Network Support Engineer**  
**April 2014- April 2017**

**Role:**

- Handling Network across Al-Harbi sites in U.A.E, Upgrade, Update install new devices across all branches.
- Network/Security Devices – Cisco ASA55xx Firewalls, Cyberoam Firewall, Routers 2800, 2900, ISR4451 series.
- Core Switches C4500 series, C3560 L3, C2960 L2, C2960C, Cisco WLC, UC560, Cisco IPphones.
- Managed VLAN's, Port Security, QoS at Access layer switches.
- Configuration and Troubleshoot of ACL at Firewall end.
- NAT, Configuring (VPN) over ASA (S2S, AnyConnect, SSL WEB VPN).
- Deploy and maintain firewall and do the necessary changes in firewall policies as per change request.
- Responsible for the Integration of the Nodes as per ITIL standards
- Configure and Managing Cisco Web proxy for internet traffic security, URL Filtering.
- Configuring inter Vlan Routing on L3 Switches, HSRP.
- Maximizes network performance by monitoring performance, troubleshooting network problems and outages.
- Setup branch office networks and site-to-site with HO.
- Configured and troubleshoot Cisco IP Phones of SPA504G and SPA502G series.
- Configured RDP connections.
- O365 for emails and outlook for clients.
- First point of contact with Service providers.
- Implemented Cloud Storage as shared folders for end users.
- Working closely with other departments/organizations and collaborating with other IT staff.
- provided technical support to the remote clients.



**ZEDDS Developers,  
HYDERABAD, INDIA.**

**Network Administrator  
Dec 2011-March 2014**

**Role:**

- Responsible for designing scalable, secure and efficient IP network.
- Installation and monitoring of Internet Link and Cyberoam firewall.
- Implemented wireless network for end users connectivity.
- Managed organization's Lan Network, Desktops, Laptops, Printers, Telephone system.
- First point of contact for any Technical issues.
- Email backup and management with outlook.
- Internet and wireless management.
- Coached the company personal on how to use the network properly.
- Taking care of day to day admin activities.

**ACADEMIC CREDENTIALS**

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- ❖ **Bachelor of Engineering in Computer Science and Information Technology Engineering** from Jawaharlal Nehru Technological University - 2011, Hyderabad, India.

## **BRETT HEALEY**

416 New Freedom Rd  
Berlin, NJ 08009

Bret.Healey@gmail.com

215.219.0314

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**Accomplished IT Professional** with solid technical and analytical skills. Self-directed and extremely versatile. Driven by results and comfortable working in many different areas, with extensive knowledge in Windows administration and Cisco networking, server and desktop support, and many 3<sup>rd</sup> party applications. 18 years experience in technology and business roles. Excellent communicator with proven customer service skills.

### **TECHNICAL EXPERTISE**

**Certifications:** MCSE, CCNA

Windows Server NT/2000/2003/2008/2012, Active Directory, Exchange Server, Windows 95/98/NT4.0/2000/XP/Win7/Win8/Win10, ESXI, VMWare, Cisco IOS

Servers/Desktops/ Laptops, Routers/Switches/Hubs, Wireless LAN Routers/Access Points, VoIP Phones, Blackberry Devices, Android devices, Multi-Function copiers/printers, Surveillance Systems

### **PROFESSIONAL EXPERIENCE**

#### **Wintsec Technologies,**

IT Consultant

September 2022 – Present

- Service a large client base of Small to Medium size businesses in the South Jersey/PA area
- Provide planning, implementation and support of all technology.
- Services include installation and maintenance of servers, desktops, routers/switches and wireless networking, phone/VOIP systems, surveillance systems, and anything else technology related.

#### **FixIT Tech Solutions, Contractor for Greznet LLC,**

Self Employed

June 2014 – Dec 2021

- Service a large client base of Small to Medium size businesses in the South Jersey/PA area
- Provide planning, implementation and support of all technology.

#### **Kokua Technologies,**

IT Consultant

December 2012 – May 2014

Managed Solution Provider servicing small and medium sized businesses in NJ/PA

- Display extreme versatility, working with various clients and differing environments throughout the day and the ability to learn on the fly when encountering numerous third party apps
- Routine administration of Email, DNS, Windows servers of all flavors.
- Routine use and configuration of GPO's
- Routine admin and configuration of routers/firewalls of all flavors
- Configuration and administration of VM's using VMWare, ESXI
- Routine use of Shadowprotect and BDR technology for backup
- Administration and configuration of various other technologies, too many to list

**CMIT Solutions,**

IT Consultant/Contractor

July 2012 – December 2012

- Support and technical expertise for various small business clients
- Maintain the overall health of client networks including PC's, servers, mail, and internet

**RIGHT MANAGEMENT, IT Manager/Administrator, Mid-Atlantic Region**

2000 – 2011

- Responsible for planning, budgeting, installation, configuration and ongoing maintenance and support of all technology related items.
- Hired and managed third party vendors for large scale projects including office moves and relocations.
- Configured, installed, and administered network infrastructure and telecommunications supporting 14 offices with 400+ personnel.
- Diagnosed and resolved server, network, workstation, printer, internet and WAN connectivity problems on- and off-site.
- Installed and configured multiple 2003/2008 Window DCs, File, and Print servers implementing DNS, WINS, DHCP, DFS, and System policies.
- Provided daily user account administration in 2008 Active Directory and Exchange. Actively provided phone support for all hardware and software.
- Successfully coordinated and oversaw all technical aspects for many office moves, office closings, and new locations that involved server room design and setup, network cabling runs, and relocation of all computer/server/network equipment including the provisioning of data/voice T1 lines.
- Successfully planned, piloted and documented VOIP rollout for North America using Vlans to safely segment network traffic and saving thousands of dollars in telecommunication costs.
- Responsible for budgetary planning and tracking for the region with expenditures of approximately \$500k. Reduced IT budgetary errors by creating inventory monitoring system for all hardware and software for the region.
- Migrated servers, desktops, and laptops from NT 4.0 environment to AD environment and later migrated all servers from Server 2003 to Server 2008.
- Planned and performed migration of all workstations and laptops from Win98/2000 to WinXP and from Windows XP to Windows 7.

**SYSTEM ONE SOLUTIONS, INC.**

1999 - 2000

**Dell Service Tech**

- Onsite hardware replacement for business and home customers in the South Jersey area

**IMI SYSTEMS INC.**

1997 - 1999

**1998 - 1999, Desktop Support as Consultant for Smith Kline Beecham**

- 2nd level help Desk Support
- Troubleshooting of Hardware and Software related problems

**1997 – 1998, In House LAN Administrator for IMI systems**

- Provided support for Northeastern Region
- Administered Lotus Notes Domino Server and mail environment
- Devised and maintained reliable backup system and developed disaster recovery plan

**EDUCATION**

**1995** - Completed **CIM** Certification, Camden County College  
(Computer Integrated Manufacturing – Electrical Theory, PLC Programming, CNC programming,  
CAD/CAM, Robotics)  
**1997** – Completed MCSE and MCP+I certification  
**2015** – Trained for and completed CCNA certification

DONALD PAUL HALLOWELL  
130 Delaware Ave, Palmyra, NJ 08065  
Phone: 856-896-9678  
Email: dphallowell@hotmail.com

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## SUMMARY

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More than 15 years of experience in the Information Technology arena that includes support for consumer PC's, business workstations, laptop and desktop repair as well as Point of Sale systems.

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## INFORMATION TECHNOLOGY SKILLS

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### TIER 3 LEVEL SUPPORT

- Extensive experience in troubleshooting of consumer PC's, business workstations and laptops
- Extensive experience in laptop hardware repair for Dell and HP (was certified in the past)
- Extensive experience in rollout of new consumer PC's and business workstations
- Extensive experience in the maintenance of consumer PC's, business workstations and servers
- Extensive experience in the rollout and troubleshooting of and security of basic wired and wireless networks (Netgear router level)
- Extensive experience in the support of Point-of-Sale hardware and software

### Software

- High level of familiarity with Hexnode and Mobile Device Management (MDM) platform
  - Experience with Office365 and Google Workspace configuration and support
  - Familiarity with Microsoft Sharepoint configuration and workflows
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## EXPERIENCE

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### Field Service Technician III

Jan 2020-Present

*Safeway / Acme Markets*

- Support of standard hardware platforms and systems installed throughout the store base
- Troubleshooting and repair of all standard technology hardware including PC's, servers, network hardware, RF hardware and printers via support center assignments
- Provide complete recoverability of systems and applications
- Maintain equipment inventory control and policies
- Interface with Corporate IT groups for support as needed
- Travel from store to store required

### Team Lead, Maintenance Operations

Nov 2019-Present

*Greynet, LLC*

- Coordinate maintenance tasks for ~200 nodes (PC's and servers) via Pulseway
- Coordinate managed services for enterprise level Anti-Virus platform (Web Root)
- Responsible for on-site and off-site backup systems on a daily basis
- Provide field support (remote and on-site) for inbound support tickets / incidentals for a client base with a vast array of services such as, but not limited to,
- Team Lead for all laptop hardware repair
- Team Lead on multiple deployments (rollouts of new PC's and related equipment)
- Have worked with Greynet in the past (before November 2019) on multiple projects

**PC and Laptop Hardware Repair Specialist**

Oct 2014-Jan 2020

*Smart Tech*

- Conduct hardware repairs of Dell/HP laptops and PC's for a wide array of customers over a large geographical area
- Retrieve appropriate parts from the depot based off of assigned jobs
- Determine and prioritize routes for jobs for maximum efficiency

**Uber / Lyft Driver**

Oct 2014-Jan 2020

*Uber and Lyft*

- Ensure that customers arrive safely and timely to their destinations while providing top shelf customer service for a large geographical area covering PA, Delaware, NJ and NY.
- Ensure that vehicle is maintained, clean and in presentable condition
- Average Uber rating: 4.89 out of 5.0; Average Lyft rating: 4.7 out of 5.0

**HFC Dispatcher**

Aug 2010- April 2015

*Comcast*

- Interpersonal / Communications – coordinate with other roles, both internal and external to the department, to identify and resolve outages and impairments. Escalate events to appropriate individuals and follow up on ensure final resolution. Provide assistance to lower-level technicians as needed.
- Problem Solving – utilized system monitoring tools to identify issues. Troubleshoot to determine if isolated or if it is more of a global issue. Determine if issue requires a higher level of support and dispatches ticket to appropriate team.
- Time Management – consistently perform at highest level within key performance metrics for both turn around time and productivity.

**NJAPG CAE II**

Oct 2007-Aug 2010

*Comcast*

- APG / CAE – troubleshooting Comcast products via phone for customer requiring effective communications and professional and positive demeanor.
- Identify, validate, correlate and prioritize the dispatching of customer impact events.
- Prepare work-orders and provide support and direction to field personnel to ensure customer satisfaction in a timely manner.
- Assist technicians in troubleshooting and analyzing service failures and provide customer resolution.
- Answer customer questions regarding billing, service problems, products and features, and, correcting errors and discrepancies on customer billing as necessary.

**CS3 (SS) Culinary Specialist (Submarine Service)**

1987-1991 &amp; 2005-2008

*United States Navy*

- Prepared meals in the field and assisted the Supply Department in monthly operations. Supervised up to four other Culinary Specialists. Created menus and ordered provisions. Ensured inventories were correct and ordered. Planned for field deployments. Planned for field deployments. Cross trained for IT activities.

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**EDUCATION****Camden County Vocational Technical School**

1983-1987

*Berlin, NJ 08009*

- Diploma (Culinary Arts Focus)



# Elisha Thomas

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ethomas@networksplusco.com

## Skills & Abilities

### SOFTWARE/SAAS

- Microsoft Office Suite (Word, Excel, PowerPoint, One Note, OneDrive), Microsoft O365, Adobe DC, Photoshop, Illustrator, InDesign, AfterEffects, Splashtop Business/Streamer, Signage Studio, MailChimp, SendinBlue, WordPress

## Experience

### M365 ADMINISTRATOR | WINTSEC TECHNOLOGIES | 07/2019 - CURRENT

- Plan, Manage, Lead and Execute migrations from external mail servers to Exchange Online (3 – 100 users)
- Troubleshoot and Configure M365 applications including Word, Excel, One Drive, One Note, Outlook.
- M365 training, assistance, and onboarding.
- M365 product and pricing consultations.
- AD Sync setup and support.
- Exchange Online support and administration (provisioning user accounts and licenses, migration, security configurations, groups/distribution list setup, eDiscovery for OPRA requests.)
- SharePoint Online setup and support. (provisioning team sites, user permissions, sharing permissions, syncing with OneDrive.)
- Mobile Device setup assistance.
- Microsoft Voice Communications and Phone System setup.

### BARRACUDA CLOUD CONTROL ADMINISTRATOR | WINTSEC TECHNOLOGIES | 07/2019 - CURRENT

- Provisioning of new accounts with M365 tenants (Account setup, Spam Policy configuration, Connection of Domain/MX to Barracuda.)
- Setup and Administration of Archiver (including email audits for municipality OPRA requests)
- Setup and Administration of Exchange Online, OneDrive, SharePoint Cloud-to-Cloud backups (including restoration of files.)
- Training for Quarantine usage by end-users.

### OKTA ADMINISTRATOR | WINTSEC TECHNOLOGIES | 07/2019 - CURRENT

- Administration of existing user groups, including creation of users, applications, connections between Okta and existing services (e.g. O365 SSO). Unlocking accounts, resetting MFA, tweaking security policy.
- Deployment of Okta onto Domain Controllers, allowing the import and automatic provisioning of users.

### DIGITAL SIGNAGE | WINTSEC TECHNOLOGIES | 07/2019 - CURRENT

- Create and deploy custom digital signage displays that are end-user friendly through the use of WordPress powered dynamic content.
- Custom created layouts to show a variety of content, via static and button-switching paged content.

- Create automated scripts to run tv displays within digital signage.

#### **WORDPRESS MANAGEMENT | WINTSEC TECHNOLOGIES | 07/2013 - CURRENT**

- Design, plan, create and deploy WordPress powered websites based on client needs.
- Customize and optimize existing themes with additional functionality, or custom appearances.
- Core, theme, plugin update management, content updates.
- Email marketing to compliment existing websites.
- Purchase and manage domain names, hosting accounts, and DNS

### **Education**

#### **BACHELOR OF FINE ARTS | 05/2012 | MOORE COLLEGE OF ART & DESIGN**

- Major: Illustration

GARY J. SMITH  
98 Cloverly Dr  
Richboro, Pa 18954

Cell: 215-964-7389

Email: garsmi@yahoo.com

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## EXECUTIVE SUMMARY

Information Technology Professional with over 20 years of experience in diverse industries. Strengths include:

- Thrives on new learning, change, and variety
- Knowledgeable of multiple technical systems
- Ability to multitask and work efficiently
- Works well individually or as part of a team
- Seen as a key role-player for solving issues
- Able to guide others to the best possible solution
- Performs well in a fast paced environment
- Spontaneous, flexible and adaptable
- Works well in a NOC environment

## TECHNICAL SUMMARY

**Operating Systems:** Windows 10/2016, UNIX (Solaris), Red Hat Linux, VMware

**Hardware:** Cisco UCS 560  
**Cisco Router:** 8xx, 29xx, 4xxx, 38xx, , 39xx,  
**Switches:** 4510R+E, 2960+, 3560,3750, 3850,45xx, Nexus 5548, 6509  
**Wireless Controllers:** 2504, 5508  
**Riverbed**

**Technical Software:** DNS, MRTG, Whats Up Gold, Smarts, SolarWinds( Orion & Cirrus), SecureACS, knopix, Wireshark, Okta, Cisco Umbrella, Solarwinds Ncentral, Sentinel One

**Business Software:** Microsoft Office, Secure CRT, Reflections, Remedy, Peregrine, Cisco VPN  
RSA, SSL Neoteris (Juniper), JDE, STELLENT, AVID, Airwatch

**VPN:** GRE/IPSEC, DMVPN, ASA SSL VPN, MPLS

**Firewalls:** ASA, Fortigate, Palo Alto

**RADIUS:** Funk SBR (Steel Belted Radius), IAS, Tacacs, RSA

**Routing Protocols:** EIGRP, RIP, OSPF, BGP, HSRP, GLBP, Multicast, CEF

**Other:** T1'S, T3'S, OC3, TCP/IP, Tellabs Dacs  
**VOIP** Cisco CallManager, CME, Unity Collections, H.323, MGCP, SIP, CUBE

## **PROFESSIONAL EXPERIENCE**

**Wintsec Technologies, LLC/ Wintsec Technologies of NJ dba Networks Plus** Horsham, Pa and Cinnaminson, NJ **2004 – Present**

**Owner**

- Built Cisco Multi-tenant hosted VOIP and SIP environment, Hosted Server environment, network security, outsourced helpdesk, and geographically redundant data centers
- Manages team of approximately 30 employees
- Turned company into a multi-million-dollar business
- Assesses new technologies for the business and its customers
- Architect solutions for new potential clients
- Provides customized business solutions to multiple verticals
- Creates proposals/RFPs for sales teams based on prospective client needs
- Created Multiple SOP's and advanced technical documentation
- Build partnerships with key vendors
- Design/build security architecture for clients – multi layered approach

**American Financial Realty Trust (now Gramercy Property Trust), Jenkintown, PA Aug 2005 – 2014**  
**Manager, Network Engineering**

- Management of Network Infrastructure (WAN, LAN, WLAN), Security, Telecommunications, & Cisco VOIP for a multi-billion-dollar company
- Reduction of monthly recurring network costs by bringing in house network monitoring/management, & security
- Implemented internal SNMP (ORION) platforms with appropriate alerting
- Implemented automated configuration backup platform (CIRRUS)
- Reduction of monthly recurring Telecommunications cost by eliminating unused facilities, conversion from POTS to DIDS where applicable, consolidating company wide LD plan, migration from PRI's to SIP trunks, implementing Least Cost Routing, re-working bad telecom contracts, changing Vendors.
- Ensuring 100% uptime in fully redundant network
- Vendor Management of Telecom Carriers, VARS, & Wiring Vendors including contract negotiations
- Lead on build outs/moves of remote offices
- Created Multiple SOP's and advanced technical documentation
- Performed after hours on call to ensure 24/7 support
- Mentoring of other team members
- Management of State-of-the-Art Datacenter including cabling, fire suppression, power & HVAC systems
- Lead on integration of AFR & Gramercy\SL Green networks
- Lead on separation of Gramercy from SL Green
- Create & Manage Network & Telecom budget
- Manage/Implement MPLS Network with COS
- Installation/Configuration of Cisco UCS servers w/VMware running CUCM & CUC hosts/clusters along with jabber, single inbox, Single number reach
- Installation/Configuration of Riverbeds to increase remote office performance
- Setup Airwatch for company MDM solution

**Unisys, Blue Bell, PA**  
**Sr Network Engineer**

**Sept 2004 – Aug 2005**

- Senior Level Support and Deployment of large brokerage firm network - including over 500 remotes and nationwide backbone
- Supporting Infrastructure including multiple Cisco 6509's, 7606's, 3745's, 4500's, 4000's running BGP, OSPF, OC3's, T3's, T1's, Multicasting, GLBP, CEF, VLANs
- Ensuring 100% uptime in fully redundant network
- Ensuring Stock Market Data feed is always up
- Provided a point of escalation for customer service representatives on advanced technical issues.
- Created Multiple SOP's and advanced technical documentation
- Performed after hours on call to ensure 24/7 support
- Mentoring of other team members
- Creation of all devices into Smarts SNMP platform
- Running of Concord Reports for trending purposes

**Fiberlink Communications, Blue Bell, PA**  
**Sr Network Engineer/Sr Security Engineer**

**March 2001 –July 2004**

- Provided Senior Level Support for Fiberlink's customer service supporting remote access and managed services.
- Provided a point of escalation for customer service representatives on advanced technical issues.
- Supported and managed customer VPN'S (Cisco Concentrators and Routers, Netscreen, Neoteris SSL, Nortel Contivity)
- Supported Real Secure Desktop Protector (personal Firewall and IceCap Server)
- Performed after hours on-call to ensure 24/7 support.
- Supported and managed over 2000 site to site VPNs across multiple platforms.
- Supported Checkpoint Firewall to include managing policies, adding and modifying rules, and examining logs and resolving customer issues.
- Worked closely with Fiberlink's deployment team in supplying world class customer service for turning up new Fiberlink customers
- Mentor of all Level 1's and Level 2's
- Conduct Pre-Deployment testing of all security and network products in the lab
- Infrastructure Support
- Creating and Management of customer BGP and Routing Configurations

**ATX Telecommunications, Philadelphia, PA**  
**Lead Data Communications Technician**

**February 1998-March 2001**

- Configuration and Management of Internet Backbone Cisco 7513 and Edge 72xx Routers
- Configured and Maintained BGP upstream/downstream connections
- Administration of Internet and Frame Relay Platforms including Inventory Control, Allocation of Space, and monitoring Health of the Systems
- Configuration of Frame Relay on Cascade BSTDX 9000
- Administration of DNS (BIND) and Pop Mail on Solaris Platforms
- Assisted in the Integration of ATX, CoreComm, and Voyager due to Merger
- Dacsing of T1s for voice and Data purposes on a Tellabs DACS
- Training of all new employees
- Creation/Distribution and Q/A of Jobs/Projects for other Data Techs
- Team Lead for a group of 5 Engineers
- Assisted Department Manager in creating goals and objectives for team members
- Supported the Data Techs, Network Engineers, and SE's
- Testing of Troubled T1's using TBerd's
- Wiring of the LAN

**ATX Telecommunications, Philadelphia, PA**  
**Field Technician**

**July 1997-February 1998**

- Installation and configuration of CSU/DSU's and Cisco Router's at customer locations for various applications, including Frame Relay networks, voice T1's, data T1's, pt-to-pt T1's, and integrated T1's.
- Wiring of T1s

### **EDUCATION**

Global Knowledge Classes - Advanced Cisco Router Configuration, BGP, Unix Level 1, Frame Relay Configuration on Cascade Switches, ATM Configuration, Checkpoint Classes, VOIP Classes

**Computer Learning Centers, Inc., Plymouth Meeting, PA**  
**Local Area Networking Program**  
**GPA: 4.0**

**1996-1997**

**Bucks County Community College, Newtown, PA**  
**Liberal Arts**

**1994-1996**

# Edward J. Miranda De Co

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207 W End Ave, Merchantville, NJ 08109 | 914-314-4767 | emirnada@networksplusco.com

**PROFILE:** Information Technology BS undergraduate seeks a Junior Network Administrator position where I can apply my education, military bearing, problem solving and customer service skills to assist customers, troubleshoot problems, and implement new solutions to achieve the company's goals.

## **EDUCATION:**

Monroe College, Bronx, NY

**AAS degree in Information Technology**, June 2013

**GPA: 3.57**

**BS degree in Information Technology**, June 2015

**GPA: 3.62**

## **LANGUAGES:**

Spanish: fluent

## **TECHNICAL QUALIFICATIONS (Networking, Operating Systems, Software Applications):**

CompTIA Security+ and Network+, LAN/WAN, TCP/IP, CISCO Networking, Printers, VoIP Network, CCTV, Windows (older versions), Windows 7, Server 2008 R2, Server 2012 R2, Linux, VMware, VoIP, Mac IOS, MS Office Suite, cPanel/WHM, vSphere Client for VMware, Remote Desktop,

## **WORK EXPERIENCE:**

Networks Plus Co

Cinnaminson, NJ

**IT Specialist**

11/19 – Present

- Assist customer on daily basis on the Help Desk ticketing system.
- Deploy new physical and virtual Windows 2016 servers using Hyper-V technology.
- Setup and deploy phone systems using Cisco Unified CM and Hosted-PBX
- Troubleshoot hardware and software issues and assist with Active Directory request.
- Setup and deploy Fortinet firewalls and configure users with the VPN client.

MKA Contracting Corp

Yonkers, NY

**IT Specialist**

10/15 – 10/20

- Maintained and administered the company's WAN/LAN networks and servers, physical and virtual
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Troubleshooting of problems with printers, computers, servers, and accounts for the end-users
- Repairing and replacing equipment as necessary

Bright Light Construction LLC

Bronx, NY

**IT Specialist**

04/10 – 09/15

- Responsible for the deployment and administration of the company's WAN/LAN networks.
- Deployed various servers using VMware virtualization technology for Windows Active Directory, VoIP, Firewall (pfSense), and File Server.
- Installed and monitored the company's CCTV system.
- Provided support for the LAN users on a Windows Active Directory environment and with QuickBooks accounting software.

Bronx Net Television

Bronx, NY

**IT Intern**

05/13 – 08/13

- Troubleshooting of PCs, Macs, and networking equipment.
- Formatting and Installing windows 7 on PCs



Military Experience – US Navy

Lemoore, CA

**Aircraft Structural Mechanic**

**04/05 - 04/10**

- Performed military duties standing watch, ensuring proper military practices.
- Performed maintenance on the structure and hydraulic system of the F-18 A/B/C/D fighter jet.
- Supervised and directed a group of 6 junior personnel on the maintenance that was been performed.
- Escalated issues to appropriate superiors as necessary.



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## MOHAMMED KHAJA MOIN UDDIN

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Hyderabad, India  
Cellular# +91 9121776186  
[mkmoincisco@gmail.com](mailto:mkmoincisco@gmail.com)  
CISCO ID: - CSCO11514308

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### Summary

Technical proficiency with result driven accuracy offering progressive more than seven years of expertise in the field of information technologies, focusing merely on technology product line for designs, implementations and troubleshooting cisco collaboration /contact center systems.

### Education

**Bachelor of technology (B.Tech),** Computer Science and Engineering, **2004 - 2008.**  
Jawaharlal Nehru Technological University, Hyderabad, India.

A four-year degree program scheduled for all the basic engineering subjects and majors on software development and computer networks.

**Intermediate Education, 2002 – 2004.**  
Board of Intermediate Education, Hyderabad, India.

Two Years of Intermediate Education in Mathematics physics and chemistry stream.

**Matriculation, 1990 – 2002.**  
Board of Secondary Education, India.

Regular Schooling with all the general subjects included languages regarded as SSC (state Level) syllabus.

### Experience

**Wintsec Technologies ,** Remotely USA, India.  
**Senior Network Engineer,** Jan 2020 – Present.

- Unified communication engineer for design, implementation and managing of IP telephony (SaaS) ,contact center network of multiple customers .
- Working with the team for minor and major custom changes and coordination work for the new deployment of the network equipment's.
- Working on the monitoring Level 3/2 tickets and request ticket from various environment users for network / voice/ cisco jabber/ voicemail/ contact center/phone issues.
- Remote Support and implementation for varied locations giving them unified communication solution to their multiple locations.

- Voice Gateway Configurations on demand changes and all the related activities like updating dial plan as required, gateway configurations.
- Almost all the product line of the UC/networks/virtualization with 10.5,9 versions like, CUCM, UCCE/UCCX, UNITY, VG, CUPS, CMS. EXP-E/C, Cisco Jabber, SolarWinds NPM, Imagicle , CallReplay.
- Doing proactive monitoring of all the collaboration servers like CUCM, CUX, CUPS, UCCX, , EXPE-C, CMS E-C, TMS, TMSEX, WEBEX,
- Troubleshooting, analyzing network related issues and preparing RCA (Route Cause Analysis).
- Remote work for small to mid-sized customers
- Managing and responsible for monitoring and alerting using, SolarWinds NCM, NPM.

**Saline Water Conversion Corporation. (SWCC), Riyadh, KSA**  
**Senior Collaboration Engineer, AUG 2017 – Jan 2019.**

- Assigned as a collaboration-consulting engineer for designing, operations, Support, managing of company Alcatel/cisco IPT/UCCE network.
- Working on the Level 3/2 tickets from the helpdesk and requested raised through ticket from various environment users for cisco voice/contact center/ cisco jabber/ voicemail/ phone issues.
- Working with the team for minor and major custom changes and coordination work for the new deployment of the voice equipment's.
- Cisco Voice Remote Support and implementation for varied locations /showrooms giving them unified communication solution to their multiple locations.
- Technical management of cisco IPT , UCCX,UCCE setup and its operational issues maintenance support.
- Sole responsible for those issues and activities like creating SOP's, scheduling maintenance windows, working with development team for reports to the managers
- Analyzing and reading logs on the systems for any issues and checking updates on the cisco websites on related product software bugs
- Analyzing for security threads for the related systems and reporting existing problem report to the manager by weekly analyzing the tickets that have been handled by the team in the meeting
- Single point of contact with the product vendor (CISCO) and the service vendors with regards to the execution and technical aspects (approvals, availability, feasibility, delivery, and handover)
- Working on with developing, modification of new and existing ICM scripts, CVP studio app creations
- Understanding the needs of different workflow and providing the design as needed
- Working on with contact center reports on demand and schedule reports to various departments.
- Call recording with third party recording applications like Calabrio.
- Managing all the pairs of UCCE servers and doing regular patching to them, installing new servers if needed for new location
- Sole responsible for any contact center application issues and doing all the scripting and social miner issues
- Troubleshooting cisco jabber, IP phones, telepresence end points and contact center issues
- Doing proactive monitoring of all the collaboration servers like CUCM, CUX, CUPS, UCCX, UCCE, EXPE-C, CMS E-C, TMS, TMSEX, WEBEX, CVP, ICM-router, ICM-logger, AW, HDS, VXML Gateway, CUBE, Script Editor.

- Voice Gateway Configurations on demand changes and all the related activities like updating dial plan as required, gateway configurations.
- Almost all the product line of the UC/networks/virtualization with 10.5,9 versions like, CUCM, CUXN, UNITY, VG, CUPS, CMS, expressway c& edge, Telepresence, MCU's, meeting server cisco Jabber, SolarWinds NPM, Imagicle Billy Blues.
- Managing team of 12 voice engineers working for level 2 support deployed on each customer location
- Conducting bi-weekly team meetings for charting and initiating daily tasks per member.
- Front face to the management for decisions on voice infrastructure and custom design changes.
- Answering the calls from the management for their requests and elaborating the capabilities of the voice system to fit in their requirement if not finding any alternate way to it.
- Managing voice infrastructure like software, hardware, licenses, and third-party service providers for the voice service.
- Scheduling maintenance windows for any patches, upgrades, and backups of the systems.
- Finding loopholes and regularly analyzing the performance and logs from the server for any critical errors.
- Devising best practices and hardening the voice devices for added security.
- Defining best standards for monitoring the cisco voice device with cisco prime collaboration and RTMT with it alerting features.
- Creating SOP's (standard defined operating procedures ) and time rooster for the team.
- Conducting technical / non-technical trainings for the team

**Saudi Ceramics Co. (SCC), Riyadh, Saudi Arabia.**  
**Network Engineer, Jan 2016 – Jan 2017.**

- Assigned as a Network engineer for design, implementation and managing of company cisco data and voice network.
- Working with the team for minor and major custom changes and coordination work for the new deployment of the network equipment's.
- Working on the monitoring Level 3/2 tickets and request ticket from various environment users for network / voice/ cisco jabber/ voicemail/ phone issues/contact center issues.
- Remote Support and implementation for varied locations /showrooms giving them unified communication solution to their multiple locations.
- Sole responsible for cisco IPT/Telepresence/UCCE/UCCX network design, support, and activities like creating SOP's, scheduling maintenance windows, working with development team of reports
- Voice Gateway Configurations on demand changes and all the related activities like updating dial plan as required, gateway configurations.
- Almost all the product line of the UC/networks/virtualization with 10.5,9 versions like, CUCM, CUXN, UNITY, VG, CUPS,UCCX,PCCE cisco Jabber, SolarWinds NPM, Imagicle Billy Blues.
- Troubleshooting, analyzing network related issues and preparing RCA (Route Cause Analysis).
- Conducting technical / non-technical trainings for the users/team
- And as a team member of network engineers with 3 members in the team
- As a network engineer also responsible for the implementation and operations of the network for HQ and first factory
- Configuring switches, routers, firewalls and coordinating with the vendors for the passive work and commissioning the new network setups
- Documenting the network in Visio logical, physical diagrams and as built papers of the network
- Keeping track of current and future tasks to be done

- Testing the network performance using SolarWinds VNQM and cabling testing.
- Configuration changes on the routers and switches for VTP, STP, NAT/PAT and BGP, EIGRP, SNMP and other protocols.
- Implemented SolarWinds NPM for monitoring the network and alerting the critical events.
- Administrating Microsoft AD in move add and changes of the users and their email accounts in exchange as well
- Setting up and configuring DNS, DHCP scopes in Microsoft DHCP server
- Responsible for the Data Center monitoring and operations like checking on periodic basis AC's Power Loads, UPS and coordinating for the fire alarm alerts with the vendor for timely resolutions.
- Daily troubleshooting network printer, window servers and network issues
- Implemented the project for network monitoring of the all the factories, showrooms and headquarter networks with solar winds NPM 11.
- Acting Virtualization administration with handover of VMware VCenter 6 with 4 host on 50 machines.
- Responsible for administrating the VMware V-center servers and do all required changes for the smooth and benign work of the system.
- Worked on Backend database integration of Oracle 11g support for the VMware VCenter 6.
- Performing voice network installations and configurations.
- Managing voice team of 2 members for onsite dedicated support to the customer.
- Conducting bi-weekly team meetings for charting and initiating daily tasks per member.
- Front face to the management for decisions on voice/Video infrastructure and custom design changes.
- Answering the calls from the management for their requests and elaborating the capabilities of the voice system to fit in their requirement if not finding any alternate way to it.
- Managing voice infrastructure like software, hardware, licenses and third-party service providers for the voice service.
- Scheduling maintenance windows for any patches, upgrades and backups of the systems.
- Finding loopholes and regularly analyzing the performance and logs from the server for any critical errors.
- Devising best practices and hardening the voice devices for added security.
- Defining best standards for monitoring the cisco voice device with SolarWinds VNQM and RTMT with it alerting features.

**NetEnrich Technologies Private Limited. (NetEnrich), Hyderabad, INDIA**  
**Senior VOIP Engineer, April 2014 – May 2015.**

- NetEnrich is a RIM (remote infrastructure management) business model with collaborations from the top MSP (managed service providers) in US, Japan, and European markets.
- They have many MSP as their clients and indeed MSPs has their customers that are the end users for their services.
- Assigned as a shared service Senior VOIP engineer in one of their NOC based in Hyderabad for Implementation, support the cisco unified communication and contact center / data networks.
- Responsible for all the Level 2/3 tickets and implementation ticket requested by the customers through the Kayako helpdesk system
- Worked as a team member of 3 L2/3 and 9 L1 VOIP engineers.
- Working with SLA timelines to ensure the VOIP cases are handled without missing them.

- Following ITIL processes for IT services for support and implementation projects.
- Responsible for all the channel business and enterprise business customers' ticket.
- Sole responsible for cisco voice issues and activities like creating SOP's, scheduling maintenance windows, working with development team of Vistara platform to fully integrate and enhance the functionality of the Vistara in monitoring and maintaining the Cisco UC/contact center devices.
- Voice Gateway Configurations on demand changes and all the related activities like updating dial plan as required.
- Working in United States time schedule and supporting 24X7 on call.
- Almost all the product line of the UC with 9.X ,10.X versions like, CUCM, CUXN, UCCX, CUBE, UNITY, VG, CUPS, expressway core /edge.
- Troubleshooting, analyzing network related issues and preparing RCA (Route Cause Analysis).
- Performing voice network Installations and configurations.
- Providing appropriate documentation on involved projects as stated in change management protocol.
- Creating and maintaining functional requirements, technical specification documents as required.
- Analyzing & developing key components using methodology prescribed techniques.
- Communicating and negotiating with users, business consultants, staff, suppliers in order to provide solution.

**King Abdullah Petroleum Studies And Research Center, Riyadh, KSA.**  
**Cisco Voice Engineer, FEB 2013 – Jan 2014**

- Hired as a network engineer for implementation and support of cisco data/ voice network for small to medium sized business projects and onsite support for data/voice networks.
- Sole responsible for cisco voice/video network design, support and activities like creating HLD, LLD, Visio Logical, physical diagrams, as built documents and scheduling maintenance windows for downtime
- And as a team member of network engineers with 9 members in the team
- As a network engineer responsible for the implementation and operations of the data network for different customers based on project
- Configuring switches, routers and coordinating with the technician's team for the passive work and commissioning the new network setups
- Documenting the network in Visio logical, physical diagrams and as built papers/layouts of fiber connectivity of the network
- Voice Gateway Configurations on demand changes and all the related activities like updating dial plan as required.
- Cisco unified communications Products used are CUCM 8.5, CUX 8.5, CUPS 8.5, (ER (emergency responder), UCCX ) yet to be implemented , delayed by management.
- Cisco Hardware and software used are CP-6921, CP7962, CP-8961, CP-7937, CP7925, UCS-C210M2, CISCO 3945, CISCO 2911, MCS 7816-I5, CISCO 2921, CISCO 3750, CUBE, IOS 15.4.
- Weekly backups of cisco servers and networking devices.
- Physical monitoring/Security of data center cisco Racks.
- Escalation of critical calls to Supplier and co-ordination for closer of trouble tickets with the sub-contractors.
- Project progress report developing and commissioning of all the voice and data network implementations.



- Manage Phone Installations.
- Performing the change requests in call manger and unified servers.
- Providing POST implementation designs as after making the handover.
- Asset Management & Maintain/Track the inventory of all Servers/Applications/service contracts to support the KAPSARC network.
- Conduct Weekly Review meetings with Agenda and MoM.
- Weekly and Monthly Performance Data.
- Create SOPs for Voice Domain and Conduct trainings and develop Training Materials.

**Arabian Computer Supplies Co. (ARCOM), Riyadh, Saudi Arabia.**  
**Network Engineer Aug 2009 – Dec 2013**

- ARCOM is an IT service and consulting firm based in Riyadh having many clients with active and passive domestic projects mainly in IT infrastructure throughout the Kingdom
- Hired as a network engineer for implementation and support of cisco data/ voice network for small to medium sized business projects and onsite support for data/voice networks.
- Sole responsible for cisco voice/video network design, support, and activities like creating HLD, LLD, Visio Logical, physical diagrams, as built documents and scheduling maintenance windows for downtime
- And as a team member of network engineers with 9 members in the team
- As a network engineer responsible for the implementation and operations of the data network for different customers based on project
- Configuring switches, routers and coordinating with the technician's team for the passive work and commissioning the new network setups
- Documenting the network in Visio logical, physical diagrams and as built papers/layouts of fiber connectivity of the network
- Keeping track of current and future tasks to be done daily wise
- Testing the network performance using simple tools and fluke cable testing report generation
- Configuration changes on the routers and switches for VTP, STP, NAT/PAT and BGP, EIGRP, SNMP and other protocols.
- Designing, implementing, and supporting cisco ip telephony and contact center environments for small to complex setups
- Deployed, configured, and provisioned the following voice products like call manager version 4.3,6.X,7.x,8.x, unity connection 7.x,8.6, unified presence 8.5, contact center express 8.6, expressway core /edge
- Voice Gateway Configurations (SIP/ H323/ MGCP/ SCCP) on demand changes and all the related activities like updating dial plan as required.
- Cisco Hardware and software used are CP-6921, CP7962, CP-8961, CP-7937, CP7925, UCS-C210M2, CISCO 3945, CISCO 2911, MCS 7816-I5, CISCO 2921, CISCO 3750, CUBE, IOS 15.4.
- Manage Phone Installations performing the change requests in call manger and unified servers.
- Providing POST implementation designs as after making the handover.
- Administrating Microsoft AD in move add and changes of the users and their email accounts in exchange as well
- Setting up and configuring DNS, DHCP scopes in Microsoft DHCP server / routers
- Responsible for the Data Center monitoring configurations on sites
- Asset Management & Maintain/Track the inventory of all Servers/Applications/service contracts to support the KAPSARC network.
- Conduct Weekly Review meetings with Agenda and MoM weekly and Monthly project progress reports.



- Create SOPs for Voice Domain and Conduct trainings and develop Training Materials.
- Weekly backups of cisco servers and networking devices.
- Physical monitoring/Security of data center cisco Racks until the handover has been processed for each project
- Escalation of critical calls to Supplier and co-ordination for closer of trouble tickets with the sub-contractors.
- Some of the major Projects implemented are GPT Projects (under this project various clients, worked with two of them), PSBN (prince Saud bin naïf), MOH (Ministry of higher education), NACC (National Anti-corruption commission), UMA (universal Motor Agency), Bank Al Jazirah, SATORP, NSC (National security council), National water company, MODA, SRCA.
- Simultaneous working and coordinating with different kind of projects on daily basis
- Daily scheduling for the visits and implementation activities on as with respect to the phases in which the projects are.
- Weekly Project progress report for the assigned projects.
- Reporting daily work activities to the SME and with time sheet attached.
- Documentation works for finished projects and new projects generating SOPs for Level 1 team and assisting On-site handover engineers.
- Accompanied 50% of the travelling and 24X7 on call duties till my service

### Career Certifications

Cisco Certified Network Professional voice (**CCNP VOICE**),

Cisco Systems Inc.

A Cisco certification for implementing and supporting cisco IP telephony (VoIP) systems.

**Cisco Certified Network Associate (CCNA)**,

Cisco System Inc.

A Cisco certification for level0/1 network administration and support

**Unified Contact Center Express Implementation (UCCX)**,

Cisco System Inc,

Contact center Express implementation certification.

**VERIFY CERTIFICATES** <http://www.cisco.com/go/verifycertificate>

Verification Number for **CCNP VOICE: 398754549833JMCL**

Verification Number for **CCNA: 398754549842JLXL**

### Skills Set

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Cisco Routers, Switches, Cisco 6506-e, 3850, 3750, 2690, 2960, 3860 Switches cisco 2811, 2821,3901,3945,2901,2911,881, cisco phones CP-6921, CP7962, CP-8961, CP-7937, CP7925, UCS-C210M2 79 SIP, H323, H264, MGCP, RTP, SCCP, PRI E1, FXS, FXO, DID, DOD, CUBE, CUPS, CUCM, CUX,

UCCX, ER, VG224/8, Cisco MCU 4505, Polycom video end points like HDX 8000, HDX 7000, VSX 7000A (128), cisco video devices C40, SX20, Cisco 75XMP, EX60, EX90, Microsoft AD, DHCP, DNS, FTP, HTTP, TFTP, BGP, EIGRP, OSPF,STP, VTP,RSTP,PVST,MST, Ether channel, Biolite access control, Vcenter 6, ESXI 6, Imagic Billy blues, SolarWinds NPM, VNQM , VCS expressway C/E, Computer Networking, windows System Administration VOIP, Wireless 802.11, LAN and WLAN Administration, implementation, design and administration Cisco call manager express, Cisco Call manager 6 ,7 & 8 ,9,10, jabber, jabber guest, Vmotion, VHA, Virtualization, fortigate, ASA, ..... still updating.

This is to certify that above mentioned information is true to my knowledge.

Signature: (Mohammed Khaia Moin Uddin)

**Brandon Tull****Technical Specialist**

Lindenwold, NJ 08021

[btull914@comcast.net](mailto:btull914@comcast.net)

(856) 776-8388

**Work Experience****Technical Specialist**

Networks Plus Co. - Cinnaminson, NJ

August 2015 to Present

Provide Technology Support over Phone/Remote/On-Site

Support Servers

Support Printers

Support VOIP Phones

Setup New PC

Setup User and Email

Other Duties as Assigned

**System Administrator**

St. Andrews Church - Gibbsboro, NJ

January 2012 to Present

Managed SonicWall TZ 210 Router

- Maintained Files
- Made Purchase Recommendations
- Trained Users
- Created Users
- Managed Active Directory
- Performed System Maintenance
- Maintained Asset Inventory
- Monitored System Performance
- Maintain Printers, Phones and others Devices
- Manage Technology Projects
- Supported Desktop Computers
- Solved User Problems

**IT Computer Technician**

Zoo Printing - West Deptford, NJ

April 2013 to August 2015

Support Mac OSX Systems

- Support Windows Systems
- Performed Monthly Maintenance
- Setup Email
- Setup Users
- Supported VOIP Phones
- Support Printers

**Education****Associates in Information Technology/Certificate Desktop Support**

University of Phoenix-Online Campus - Work at Home

June 2014 to June 2017

**Certificate**

**Camden County College**

July 2009 to October 2009

**Additional Information**

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**Skills**

Backup

Network Cabling

Computer Networking

Data Communications

DNS

DHCP

Email

Help Desk Support,

Printers

Troubleshooting

Wan

Virtual Servers,

Sonicwall Routers,

Sonicpoints Wireless Access Points,

Windows 95 Through Windows 10

Windows Server Operating Systems 2003,2008, 2012

Active Directory

Remote Desktop

# **F. Gerald Caruso**

*jcaruso@NetworksPlusCo.com*

## **Experience:**

**2/2003-Present      Vice President / CIO**

**Networks Plus LLC, Cinnaminson, NJ**

Owner, operator of an outsource Information Technology firm with emphasis on the public sector and small businesses in the greater Philadelphia area. Services include  
Network design and installation  
PC Repair  
Cable Installation  
Web design and maintenance  
Email/Web hosting  
Offsite backup and recovery

**2/13-5/13      Instructor**

**Gloucester County College**

Computer repair and maintenance instruction

**12/2000-02/2003      Consultant**

**Katten Muchin Zavis Rosenman LLP, Chicago, Ill      08/2002-02/2003**  
**Interim Director Information Technologies**

Stabilized management of New York and Charlotte offices of a 600+ attorney law firm following departure of Information Technology key staff  
Hired management staff for New York office. Evaluated existing staff for promotions.  
Devised 2003 budget for New York and Charlotte offices.  
Completed merger of key system components including accounting, contact management, email, and document management systems.  
Redesigned New York Datacenter  
Provide leadership, coaching and management support to staff.  
Managed interdepartmental relationship and acted as liaison to New York and Charlotte attorneys.

**Foot Cone and Belding, New York, NY      12/2000-08/2002**  
**Managing Director Information Technologies**

Managed IT Staff for large advertising firm in Midtown Manhattan.  
IT Staff supported 1000+ desktops in multiple locations in United States and Europe  
Staff responsibilities:  
Phone, desktop, back office, LAN, email, WAN, Remote access, application and training  
Managed customer relationship between outsourced firm and client, reporting to CFO/CTO.

Assessed system needs, analyzed IT budget, implemented IT support initiatives.  
Managed scheduling and salary for direct reports  
Provided periodic reports, project scheduling, quality controls and assurance analysis.

**Key projects and Initiatives:**

Process and procedures documentation  
Physical and electronic security planning and implementation  
Server consolidation and upgrade  
Migration of servers to Windows 2000  
Migration of desktops from Win 9x to Windows 2000  
Storage Area Network design and implementation  
Installation of Help Desk Call tracking system  
Integration of IT and other Business units  
Large scale moves and office consolidations

**04/1996–12/2000**

**Federal Reserve Bank Philadelphia  
Senior Technical Specialist**

Design and build architect of Novell and Microsoft NT Systems.  
Specify, design, and purchase all servers. Lead engineer on server building team.  
Manage Helpdesk, Desktop and Server team efforts.  
Evaluate and manage technical projects for business groups.  
Troubleshoot NT Server, Novell and Network problems.  
Design NDS tree and NT Domain structure.  
Implement DHCP, DNS, WINS, IIS 4.0, Compaq Insight Manager  
Design and build SAN, NT Cluster  
Design and build enterprise backups solution and contingency site plan.  
Evaluate network and server vulnerabilities and perform corrective action.  
Design and implement server management and security policy.  
Key technical representative to intrusion detection strike force.

**FRBP (continued)**

**Windows 2000 Deployment Planning Group for National Information Technology Group**

**Chairman** -Security Committee

**Member**-Desktop and PKI Committees

**Consultant**-Active Directory Design team

**1993-1996:**

**Citicorp Insurance Group, Dover, DE and Long Island City, NY  
LAN Engineer**

Hardware and software maintenance of LAN and WAN and installation of new LAN's.  
Troubleshoot file servers, workstations and peripherals, install new PC's and peripherals, train and direct Help Desk staff. Train company staff to use application software, administer software licensing, and maintain system security. Specify and order hardware and software.  
Long range project planning.

**Environment:**

UTP, Coax, Fiber Optics  
Ethernet, Token Ring, Arcnet, TCNS 100Mb  
Routers, Muxes, Bridges, Modems  
IPX/SPX, TCP/IP  
Print Servers, CD-Rom Servers, Fax Servers, Communication Servers, Backup Servers

**1986-1993**

**Sensor Electronics Mt. Laurel, NJ  
Systems Integrator (1989-1990)**

Developed and built an ultra-dense tactile graphic display system for the National Institute of Health. Designed system hardware, software and user interface. Complete responsibility for system testing and performance.

**Project Engineer (1986-1988)**

Developed an in-the-ear active noise reducing electronic earplug for the US Army. Designed and built interface from computer to lab instrument. Developed software to analyze and plot acoustical data from sound recording devices to HP-85 and IBM-PC. Installed and demonstrated device for the Army at Ft. Rucker, Alabama.

**EDUCATION:**

|                                       |                    |
|---------------------------------------|--------------------|
| 1986 BA Physics-Microelectronics      | Rutgers University |
| 1976 BA Economics                     | Rutgers University |
| 1974 Rensselaer Polytechnic Institute |                    |

**ACHIEVEMENTS:**

1999 Microsoft Certified System Engineer  
1996 Certified Novell Engineer  
1993 Certification as Microsoft Professional  
1990 Co-inventor, US Patent Active Noise Reduction System  
1986 Outstanding Technical Paper Award, Engineers Club of Philadelphia

**PERSONAL:**

2000 Chairman St. Charles Borromeo Carnival  
Volunteer Firefighter



# Sean Elliott

Summerville, SC 29486 • 609-969-7551 • [spetech1017@gmail.com](mailto:spetech1017@gmail.com)

## Sales Management/Account Management/Customer Success

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- Project Management
- Onboarding, training, and support of our 40+ IT and voice clients.
- Exceptional relationship building that promotes customer renewals and expansion.
- Strong focus on customer experience and business continuity.
- Identified customers' needs and long-term goals to provide solutions for sustainable success.
- Successfully led several sales teams with up to 13 representatives in multiple locations.
- Consistently reached 110 – 125% of monthly goals as both a sales representative and sales manager.
- Participate in community and networking events to bring in new business.
- Grew VoIP business at a rate of two clients per month over a two-year span, exceeding goal. • Strong ability to create a complete solution for customers by using company sales process
- Extremely attentive and able to influence potential clients.
- Created a friendly work environment that promotes long term growth and employee retention.

## Customer Service Qualifications

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- Sales/Customer service professional with over 20 years of experience.
- Demonstrated excellent verbal and written communication skills in all held positions.
- Ability to multitask in high stress situations and handle high levels of customer traffic.
- Handle escalations in a professional manner to retain existing and gain potential clients.
- Maintained a customer feedback tool and assisted stores in exceeding satisfaction metrics.
- Compiled customer feedback and presented it to the store as well as the district via store meetings, email, and conference calls.

## Technical Qualifications

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- Successfully planned and implemented hosted voice solutions for all existing clients.
- Experience with Polycom, Cisco, Yealink and other VoIP devices.
- Research and implement new applications necessary to keep up with customers growing demands
- Maintain cloud based remote monitoring application used to identify problem areas in customer networks.
- Respond to service requests placed by clients at every level of escalation.
- Installation of PC networks, server (virtual and physical), and wireless networks.
- Support of two hosted platforms and Cisco Unified Communications.
- Strong knowledge of Microsoft Exchange, Windows, Windows Server, and Microsoft office, Office 365, and Azure AD.
- Built complete server and PC networks in a virtual environment using Hyper-V
- Troubleshoot both physical and wireless networks at what would be considered a Level 2 proficiency.
- Proficient in Microsoft Word, Power Point, Excel, and able to type over 50 words per minute.

## Work History

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|                                                                                            |                  |              |
|--------------------------------------------------------------------------------------------|------------------|--------------|
| Networks Plus Llc<br><i>Technician/ Customer Success Representative/ Tier 1 Supervisor</i> | Cinnaminson, NJ  | 2014-Present |
| GoWireless/Verizon Wireless Premium Retailer<br><i>Store Manager</i>                       | Cinnaminson, NJ  | 2011-2014    |
| ATT Wireless<br><i>Sales Consultant</i>                                                    | Mount Laurel, NJ | 2007-2011    |

# Martin Won

192 Westervelt Pl. Lodi NJ, 07644

201-638-8335      ▪      Martt8989@gmail.com

Linkedin: <https://www.linkedin.com/in/martin-won-32479710a>

## SUMMARY OF QUALIFICATIONS

Ambitious, certified IT Professional with exceptional problem-solving skills and ability to quickly diagnose and resolve technical issues for clients. Enthusiastic team player with a strong work ethic and excellent customer service experience. Excels both independently as well as in a team environment. Fluent in English and Korean.

## CERTIFICATIONS

- CCNA: Cisco Certified Network Associate R&S
- MCSA: Microsoft Certified Systems Associate
- Windows 10, Configuration and Windows 10, Enterprise Desktop Support Technician
- Enabling Office 365 Services Exam 347
- CompTIA A+ certified
- Windows 10 Desktop Management Certified

## TECHNICAL SKILLS

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- **WINDOWS:**
  - Install Windows 2008-2016 R2s Server; configure network protocols; NTFS permissions, diagnose and troubleshoot; backup and data storage; Windows 2012 disk management; Powershell/CMD Line Proficient
  - Create and administer user and group accounts; configure TCP/IP protocol suite; interoperability with Linux; administer file and print services
  - Active Directory design and implementation, manage and administer group policy configuration; implement and configure Windows 2012 security options
  - LAN implementation and maintenance; install and configure DNS, DHCP, and WSUS
  - Install and configure Network Access Protection (NAP)/Routing and Remote Access (RAS), Network Address Translation (NAT), Internet Connection Sharing (ICS) and Virtual Private Network (VPN).
  - Proficiency in Microsoft Office Suite, Quick-books, Peach-Tree programs
  - Setting up Servers for specific roles such as File Servers, Exchange Servers, Windows 7 & 10 Operating System Troubleshooting/ SCCM Deployment of Windows 7 and 10 Images
  - DNS and DHCP proficient
  - Active Directory and Federation Services/ Multiple Forest and Domain joining/
- **OFFICE365:**
  - Administration and Setup of Tenant and Office 365 Suite/ Sharepoint/ Lync/ Yammer/Outlook/All Microsoft Programs. Can setup new email boxes, Distribution Groups and Groups. Versed in Teams, Skype for Business Between setting up exchange/domain controllers/file servers/replication to Office 365 and Office Suite troubleshooting and support.
- **Virtual Desktops/Environment:**
  - VMware, AWS, Windows Virtual Desktop, Azure Virtual Desktops. Horizon Clients. Windows Virtual Desktop. Creation of Tenants, Exsi Hosts, V-center and recomposition of images for non-persistent desktops,
- **Barracuda/MimeCast (Email Filtering):**
  - Email Filtering Proficient. Creation of Portals, Permissions, Administrators and along with Email/Transport Rules and attachment filtering to bulk email and DKIM Allowances.
- **NETWORKING:**
  - Install and configure Cisco 3800/2800/800/2900/3900/1900 ISR series , Cisco catalyst 2950/3560/3750/4500/6500/N7K switches; routing protocols RIP, EIGRP and OSPF; configure VLAN, PPP and Frame Relay; troubleshoot LAN and WAN problems TCP/IP installation; IP addressing and sub-netting Network Security implementation and troubleshoot
  - Disaster Recovery and Data-Center Engineer and Tegile Systems support for On-Demand Failover and Recovery.
- **CISCO ASA/JUNIPER/F5 LOAD-BALANCERS/SONICWALL FIREWALL:**
  - Install and configure Sonic Firewall for new organization networks. Content Filters, Separating LAN's and VLANS, diagnose network connectivity issues, Access list rules and Web Filtering/Content filtering, QoS bit-rate
- **MDM Management Software**
  - Creation of Profiles and Controlling/Managing Company/ Rolling out Profiles to iOS and Android and Windows Devices. (iPhone, iPad, Windows Surface Pro, Android, Google Phones) (Airwatch, RSA,
- **CI / CDevelopment**
  - Maintaining the infrastructure systems for coders to push out new code and making sure the systems are stable to handle new developments to current Code Repositories and live
- **Zoom Video Conference Systems A/V Setups:**
  - Creation and Deployment of Zoom and Zoom Rooms features along with integration of Microsoft and other Products to Environment.

- **Third-Party Application Management:**
  - Includes a variety from Accounting Software like Quickbooks to Monitoring Applications to Customer-specific applications. (A-lot of apps for different usages like backups, tenant backups, to Lvl 7 Applications and API Software items for different use-case Scenarios)
- **A+: Install and configure motherboards, NICs, SCSI and peripheral devices; upgrade memory, adapters and other hardware; Ethernet switches and routers; network cabling**
- **MAC OSX/IPHONE:** Troubleshoot variety of MAC OSX and Iphone issues. Ranging from Server Connectivity issues to Various End-User Issues/Setups
- **Security/Antivirus:** Symantec, Carbon Black, Trendmicro. Administration/Rollouts/Configurations/Setup and Procurement.
- **Backups/Disaster Recovery/Hot Site Setups:** Failover to DR Sites, Tegile, CyrusOne, Equinix DataCenter familiarity. Veeam Backups, O365 Backups, Document/Email Recovery.

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## EXPERIENCE

### WINTSEC TECHNOLOGIES

(DEC 2021– PRESENT)

504 RT 130 NORTH SUITE 110 CINNAMINSON, NJ 08077

#### CLOUD DATA SOLUTIONS ARCHITECT

RESPONSIBILITIES INCLUDE:

DESIGN, PROCTORING & IMPLEMENT BACK-END CLOUD HIERARCHY SOLUTIONS

DESIGN, PROCTORING & IMPLEMENT MIGRATION AND DATA-FLOW/ACCESSIBILITY/PRESENTATION SOLUTIONS

DESIGN, PROCTORING & IMPLEMENT VOIP/NETWORK/DR AND BACKUP SOLUTIONS

REMOTE ADMINISTRATION OF CLIENT ORGANIZATIONAL DATA

UPKEEP OF SLA AGREEMENTS TO CLIENTS AND ORGANIZATIONS.

IT CONSULTANT AND SOLUTIONS ARCHITECT FOR LATEST INDUSTRY STANDARD IT SERVICES

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### EZE CASTLE INTEGRATION (FORMERLY ALPHASERVE) (CONTRACT ENDED)

(DEC 2019 – DEC 2021)

529 5TH AVE, NEW YORK, NY 10017

GLOBAL INTERNETWORK ENGINEER

PROCURE/MANAGE/UPKEEP END-USER FACING HARDWARE/SOFTWARE SOLUTIONS FOR FORTUNE 1000 COMPANIES

PROCURE WINDOWS/AWS/VMWARE/HORIZON/MACOSX INFRASTRUCTURE ENVIRONMENT SOLUTIONS FOR FORTUNE 1000 COMPANIES.

PRIMARY ENGINEER FOR FORTUNE 1000 CLIENTS:

- QS INVESTORS (1000+ USERS)
- ABDIEL CAPITAL. (20+ USERS)
- AR GLOBAL / MWMWEALTH (200+ USERS)
- KYNIKOS LTD. (30+ USERS)
- METACAPITAL LTD. (6+ USERS)
- GAF INVESTORS. (4000+ USERS)
- IRON PARK CAPITAL. (40+ USERS)
- AXONIC CAPITAL. (2300+ USERS)

MEETING SLA ON CLIENT AGREEMENT CONTRACTS

MANAGE/UPKEEP ON NETWORK SYSTEMS (ROUTER, SWITCH, FIREWALL, ISP, LOAD BALANCERS)

MANAGE/UPGRADE/UPKEEP INFRASTRUCTURE SYSTEMS & SERVERS

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### NEXTJUMP

(JULY 2018 - DEC2019)

261 5TH AVE, NEW YORK, NY 10016

IT ENGINEER

RESPONSIBILITIES:

- BUILD VMWARE ESXI VIRTUAL APPLIANCES AND HYPERVISOR SOLUTION FOR DEPLOYMENT ON BACK-END REPORTING AND MONITORING FOR PRODUCTION/ENGINEERING SERVERS/END-CLIENTS.
- BUILD DYNAMIC CONNECTIONS TO NEW YORK/ BOSTON/ UK OFFICES VIA CISCO FIREWALL/VPN CLIENTS.
- BUILD O365 HYBRID CLIENT FOR PRODUCTION SERVERS. MIGRATION OF EXCHANGE MAILBOXES & OLD PRODUCTION EXCHANGE SERVERS OVER TO O365

- MIGRATE OLD INFRASTRUCTURE FROM IN-HOUSE ENTERPRISE IT OVER TO AWS CLOUD/SOLUTIONS FOR VARIETY OF ENGINEERING/PRODUCTION SOLUTIONS. INCLUDES FILE SERVICES, CODE REPOSITORIES, MOBILE/HANDHELD SOLUTIONS, SERVER & END CLIENT MONITORING/REPORTING.
- BUILD TWO-FACTOR AUTHENTICATION SECURITY SOLUTION FOR ENGINEERING/PRODUCTION END-CLIENTS.
- BUILD/REMAKE CURRENT AD/DNS/DHCP/GROUP POLICIES/INFRASTRUCTURE WITH MORE SECURITY & STREAMLINED PRODUCTION
- BUILD SCCM CONFIGURATIONS/PXE SCRIPTS/BUILDS FOR DEPLOYMENT OF NEW HARDWARE WITH NEXTJUMP PROPRIETARY SOFTWARE
- RACK & STACK NEW MERAKI/CISCO ROUTERS AND SWITCHES. BUILD OUT PATCH PANELS/LINE CABLES FOR RENOVATED NEXTJUMP LOCATION @261 5TH AVE NEW YORK, NY 10016.
- PROJECT LEAD/HEAD OF NEXTJUMP IT DOCUMENTATION.
- BUILD & DEPLOY TICKETING SYSTEM FOR PRODUCTION/ENGINEER END-USERS WITH SERVICENOW CLIENT.

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## **NBC UNIVERSAL**

(AUGUST) 2017 – (MAY) 2018

### **BROADCAST HELP DESK TIER 2 & 3/ ENGINEER & ADMINISTRATOR**

NBC UNIVERSAL AT 30 ROCKEFELLER CENTER IN NYC IS THE CENTRAL HUB FOR NEWS GIANT NBC AND ALL OTHER ENTITIES OWNED BY COMCAST I.E MSNBC, CNBC, NBCSPORTS, NBCUNIVERSO, COMEDY CENTRAL, BRAVO, JIMMY FALLON ETC.

#### **RESPONSIBILITIES:**

PROVIDE SUPPORT TO ALL BROADCAST GROUPS WITH ANY ISSUES PERTAINING TO NBC PROPRIETARY SOFTWARE AND HARDWARE (DESKTOPS, TABLETS, MOBILE DEVICES, PRINTERS, SWITCHES, ROUTERS AND WAPs)

KEEP UPTIME OF BROADCAST GROUPS AT 99.99% BY MONITORING, MACD (MOVE,ADD,CHANGE,DELETE) AND TROUBLESHOOTING ON ALL LEVELS OF OSI MODEL (OPEN SYSTEMS INTERCONNECTION). INCLUDES ALL BROADCAST DESKTOPS, MOBILE DEVICES, SERVERS, NETWORK EQUIPMENT AND PHYSICAL BROADCAST DEVICES.

TAKE TIER 2/3 ESCALATED REQUESTS MADE BY THE ORGANIZATION FUNNELED THROUGH NBC'S TICKETING SYSTEM SERVICE-NOW.

#### **TICKETS REQUESTS TYPICAL RANGE:**

1. SOFT/HARD RSA TOKEN RESETS/SETUP, MACD USERS AND SETUP OF USERS,
2. NBC PROPRIETARY IMAGING FOR MAC IOS OR WINDOWS DEVICES AND APPLICATION INSTALLS.
3. PASSWORD/PIN # RESETS AND GENERAL CONNECTIVITY TO NBC'S WI-FI NETWORK. VPN/ FILE SHARE/
4. PRINTER/NEW USER/RSA TOKEN/AIRWATCH/WI-FI SETUP
5. GENERAL AND ADVANCED TROUBLESHOOTING FOR NETWORK DEVICES (SWITCHES, ROUTERS, FIREWALLS AND SERVERS)
6. GENERAL AND ADVANCED TROUBLESHOOTING FOR THIRD-PARTY APPLICATIONS (AIRWATCH (EMAIL ON
7. PHONE), OFFICE SUITE, ADOBE SUITE, RSA TOKENS, VPNS, FIREWALL, EMAIL/OUTLOOK)
8. SSO(SINGLE SIGN-ON) ADMINISTRATOR. INCLUDES PROCUREMENT & ADMINSTRATING MACD FOR SSO-USERS

JOB REQUIRES TO BE ALERT ALL TIMES TO KEEP UPTIME OF ALL NEWS AND BROADCAST GROUPS AT NBCUNIVERSAL TO 99.99%. NEEDS ADVANCED SOFT-SKILLS AND TECHNICAL-SKILLS TO DEAL WITH SHIFTING TECHNICAL CLIMATES/SITUATIONS AND END-USERS (SOMETIMES CELEBRITIES) WHO NEED THEIR EQUIPMENT UP AND RUNNING IN CRISIS SITUATIONS.

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## **SAMSUNG SDSA**

(DECEMBER) 2016 – (DECEMBER) 2019 (WEEKENDS)

### **OPERATIONS CENTER TECHNICAL SUPPORT**

SAMSUNG SDSA IS THE IT MANAGEMENT FIRM THAT PROVIDES IN-HOUSE IT MANAGEMENT FOR SAMSUNG WORLD-WIDE THAT INCLUDES ALL SYSTEMS OF WINDOWS/LINUX/NETWORKING/APPLICATIONS/SOFTWARE DEVELOPMENT

#### **RESPONSIBILITIES:**

- MONITOR AND RESPOND TO SERVER ALERTS AND ISSUES WITH SAMSUNG'S PROPRIETARY MONITORING SOFTWARE CALLED "ITOSS"
- ADVISE TO ADMINISTRATORS PROBLEM SERVERS AND SWITCH OUT HARDWARE IN EVENT OF FATAL FAILURES
- PROVIDE HELP DESK SUPPORT TO END-USERS
- MONITOR DATA CENTER & ALL IN-HOUSED SERVERS FOR HEALTH, TEMPERATURE AND WELL-BEING OF DATA CENTER ENVIRONMENT
- RESPOND TO SERVICE REQUESTS MADE BY ADMINISTRATORS FOR CERTAIN CONFIGURATIONS.
- RUN BACKUPS OF SERVERS DAILY AND MONITOR SYSTEM FILE AND TOP FILE USAGE ON SERVERS
- MAINTAIN DAILY LOGS OF ACTIVITY AND REPORTING TO MANAGEMENT THROUGH SAMSUNG'S PROPRIETARY IN HOUSE SOFTWARE

POSITION REQUIRED STRONG URGENCY TO BE ALERT AT ALL TIMES AND ALERT TO SYSTEM MALFUNCTIONS. KOREAN LANGUAGE PROFICIENCY.

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**INTEGRATED COMPUTER SERVICES (ICSSNJ.COM)**

(AUGUST) 2016 - (JULY 21) 2017

**TIER 2-3 HELP DESK/ON-SITE TECHNICIAN/OPERATIONS CENTER TECHNICAL SUPPORT**

ICS IS A MANAGED SERVICE PROVIDER SERVING THE NJ AND NYC METRO AREAS, PROVIDING REMOTE AND ON-SITE SUPPORT SERVICES FOR A VARIETY OF CLIENTS. OVER 2000+ CLIENTS SUPPORTED

**RESPONSIBILITIES:**

- PROVIDE TECHNICAL SYSTEM AND USER SUPPORT BY RESPONDING TO CALLS, EMAIL, AND PERSONAL REQUESTS FOR TECHNICAL SUPPORT.
- DAILY INTERACTION WITH TICKET SYSTEM AVG, VMWARE, SCREEN CONNECT, WINDOWS REMOTE LOGIN, CISCO, SONIC WALL, HP, WINDOWS 2012 R2 SERVER.
- OFFER GUIDANCE AND HELP USERS SOLVE IT PROBLEMS.
- USE REMOTE CONTROL TOOLS TO CONTROL A USER'S MACHINE TO TROUBLESHOOT PROBLEMS.
- PROVIDE WINDOWS 7, WINDOWS 8.1, WINDOWS 10, AND WINDOWS SERVER 2008/2012 SUPPORT.
- ACTIVE DIRECTORY AND GROUP POLICY MANAGEMENT.
- PROVIDE END USER ASSISTANCE FOR MICROSOFT OFFICE 2007/2010/2013/2016.
- PERFORM ON-SITE ANALYSIS, DIAGNOSIS, AND RESOLUTION OF COMPLEX DESKTOP PROBLEMS FOR END-USERS, AND RECOMMEND AND IMPLEMENT CORRECTIVE SOLUTIONS, INCLUDING OFF-SITE REPAIR FOR REMOTE USERS AS NEEDED
- LIAISON WITH THIRD-PARTY SUPPORT ON DESKTOP, LAPTOP, AND SERVER DEVICES WITH EQUIPMENT VENDORS.
- RESOLVE TECHNICAL PROBLEMS, DETECT PATTERNS OF ISSUES, AND COORDINATE WITH STAFF
- ASSIST OTHER TECHNICAL SUPPORT ENGINEERS IN TROUBLESHOOTING DIFFICULT OR TIME-SENSITIVE PROBLEMS.
- MAINTAIN KNOWLEDGE AND EXPERTISE BY LEARNING NEW AND EVOLVING TECHNOLOGIES AND BY ACHIEVING APPROPRIATE INDUSTRY AND PROFESSIONAL CERTIFICATIONS.

POSITION REQUIRES STRONG COMMUNICATION AND INTERPERSONAL SKILLS, COLLABORATING AS A TEAM, BEING ADAPTABLE, DEMONSTRATING PROPER WORK ETHICS, AND OF COURSE, PROBLEM SOLVING SKILLS.

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**PAN ATLANTIC TECHNOLOGY (PANATL.COM)**

(APRIL) 2016 – (AUGUST) 2016

**CISCO SALESMAN**

- PAN ATLANTIC TECHNOLOGY SERVES AS A WHOLE-SELLER OF USED CISCO PRODUCTS AND OTHER NETWORKING TECHNOLOGIES
- CISCO TECHNICAL SALES/SUPPORT
- DEVELOPMENT, DESIGN AND IMPLEMENTATION OF MAILCHIMP MARKETING CAMPAIGNS, TEMPLATES AND STRATEGIES
- OFFERED MAINLY CISCO™ NETWORKING EQUIPMENT AND IT SOLUTIONS TO VENDORS AND CUSTOMERS GLOBALLY. OTHER PRODUCTS OFFERED TO CUSTOMERS HP, BROCADE, JUNIPER, FORCE10, FOUNDRY, ARISTA AND EXTREME.
- STANDBY CISCO™ NETWORK ENGINEER TO ADMINISTER COMPANY SERVER AND TROUBLESHOOT PROBLEMS FOR COMPANY SWITCH, ROUTER, FIREWALL AND SERVER. RUN DIAGNOSTICS ON MACHINES FOR HEALTH.
- LEARNED FULL GAMUT OF PRODUCTS CISCO AND THE VARIOUS CONFIGURATIONS TO RESET, CLEAR, SHOW DIAGNOSTICS, SHOW ENVIRONMENTS AND VERSIONS.
- USED COMPANY TFTP SERVER TO BOOT, UPGRADE, ERASE, STORE, AND RESET CISCO PRODUCTS TO BE SHIPPED OUT TO CUSTOMER.
- SERVICES LEARNED AND IMPLEMENTED: MAILCHIMP, ACTIVECAMPAIGN, SQUARESPACE, MANTA, SPICEWORKS, NEVERBOUNCE.
- OVERSEE DAY-TO-DAY OPERATION OF SALES AND CONTACT MANAGEMENT THROUGH CALLING, EMAILING AND COMPANY CRM'S
- B2B DRIVEN DEVELOPMENT AND END-USER PROCUREMENT.

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**PCAGE**

12/2014 – 01/2016 (NIGHTS)

**HELPSDESK TECH/NETWORK ENGINEER PREP/WORKSHOP/EDUCATION**

- CLASSES DESIGNED TO IMITATE REAL-WORLD ADMINISTRATION TASKS AND PROJECTS RELATIVE TO THE DESKTOP, WIDE AREA NETWORK, LOCAL AREA NETWORK, AND TELEPHONY FUNCTIONS.
- ANALYZED SERVICE LEVEL AGREEMENTS TO ESTABLISH PROBLEM RESOLUTION EXPECTATIONS AND TIMEFRAMES IN REAL-WORLD APPLICATIONS

- REPRODUCED HELP DESK ACTIVITIES AND DOCUMENTED RESOLUTIONS. IDENTIFIED AND DEVISED SOLUTIONS TO ENHANCE QUALITY OF SERVICE.
- PREPPED STUDENTS FOR IT NETWORKING BY INTRODUCING ROUTERS, SWITCHES AND THEIR RESPECTIVE CONFIGURATIONS. PROTOCOLS INCLUDING RIP, OSPF, EIGRP, VLANS, TRUNKING, BGP, HSRP, AND VRRP.
- TRAINED BEST-PRACTICES FOR HANDLING AND REPAIRING FOR THE PHYSICAL ASPECT OF COMPUTERS.



## **CITY OF BRIGANTINE**

### **AMERICANS WITH DISABILITIES ACT 1990 Equal Opportunity for Individuals with Disability**

The Contractor and the Owner, do hereby agree that the provisions of Title 11 of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. S121 01 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant there unto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the owner pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act. In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the owner in any action or administrative proceeding commenced pursuant to this Act. The contractor shall indemnify, protect, and save harmless the owner, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the owner's grievance procedure, the contractor agrees to abide by any decision of the owner which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the owner, or if the owner incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The owner shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim, if any action or administrative proceeding is brought against the owner or any of its agents, servants, and employees, the *owner shall* expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the owner or its representatives.

It is expressly agreed and understood that any approval by the owner of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the owner pursuant to this paragraph.

It is further agreed and understood that the owner assumes no obligation to indemnify or save harmless the contractor, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the contractor expressly understands and agrees that the provisions of this indemnification clause shall in no way limit the contractor's obligations assumed in this Agreement, nor shall they be construed to relieve the contractor from any liability, nor preclude the owner from taking any other actions available to it under any other provisions of the Agreement or otherwise at law.