

KLC Consulting, Inc.

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December 23rd, 2009

Florida Clerk of Courts
Operations Corporation
2560-102 Barrington Circle
Tallahassee, FL 32308
Phone: 850-386-2223
Fax: 850-386-2224
www.flccoc.org

SUBJECT: *KLC Consulting, Inc.* proposal response to Florida CCOC RFP for Technical Assistance and Network Support.

Dear Sirs or Madams:

KLC Consulting, Inc. is submitting the following proposal response to the Florida CCOC RFP for Technical Assistance and Network Support.

KLC Consulting, Inc. is able to provide services pursuant to the State Term Contract for IT Consulting Services No. 973-561-010-1, Project Area 4 - Staff Augmentation.

If you have any questions, please feel free to contact me at either one of my following telephone numbers: (850) 894-1952 (Office), or 412-613-1906 (Cellular).

Sincerely yours,

KLC Consulting, Inc., by:

Keith Cricks
President

KLC Consulting, Inc.

KLC Consulting, Inc. (KLC) – Corporate Contacts (Response to RFP Section 5.3.1)

Contact Information

Please feel free to contact us by one of the following means:

1. Keith Cricks, (412) 613-1906 (Cellular), (850) 894-1952 (Office), (813) 333-2554 (FAX), Email Ids: KCricks376@aol.com, Kcricks@klcinc.us
2. Fame Ranada, (850) 894-1952, (813) 333-2554 (Fax). Email: Franada@klcinc.us
3. Or Alison Hernandez, (850) 894-1952 (Office), (850) 320-0456 (Cellular), Email Id: Ahernandez@klcinc.us

Business Address: **KLC Consulting, Inc.** 2239 Woodbine Drive, Tallahassee, Florida 32309

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Qualifications, Certifications, and Educational Professional Resumes (Response to RFP Section 5.3.2)

The following pages include **KLC Consulting, Inc.**'s Proposed Technical Support Staff Qualifications, Certifications, and Educational Professional Résumés, and References.

Consultant Résumé – Jose Horton

3215 Thames Drive
 Tallahassee, Florida, 32309
 Phone: Cell (850) 339-5400
JHorton@jhdigital.com

Consultant Skills Matrix – José A. Horton

Required Qualifications	# Years Experience
• PC Hardware and Software Setup and Installations	20+ Years
• Troubleshooting/ Hardware Issues	20+ Years
• Maintain MS Exchange Email Server	9+ Years
• Software Installation, re-imaging, configuration needs	20+ Years
• Supporting multiple hardware manufacturers (Dell, Toshiba, Acer, etc.)	20+ Years
• Programming and system design maintenance	26+ Years
• Database (SQL Server) design and maintenance	10+ Years

Summary

An experienced information management systems consultant specializing in Enterprise Web Development and Integration, Customer Service Support, Hardware and Software Installation. Consistently exhibits excellent teamwork and leadership skills. Involved in the development and implementation of a Web-based variety of Information Systems. Performed various roles from Business Analyst, Project Manager, program management support, leadership and staff development in all areas of management, training and team building.

Highlights

- Over 20 Years of experience with various aspects of Systems Design and Development.
- Hard worker team player and leader; enjoy challenging projects
- Self starter, result oriented, detailed oriented, and well organized
- Resourceful and dedicated with extensive experience in a variety of systems
- Adaptable to projects and tasks changes
- Work well with people; get team results in high pressure situations

Skills

	Platform 1	Platform 2	Platform 3	Platform 4
Hardware:	IBM AIX SUN Intel Based System Unisys AT&T Server HP	Intel Windows Based Workstation and Middle Servers	IBM Mainframe	UNISYS A Series UNISYS B Series

Operating Systems:	UNIX SVR4, IBM AIX, Sun, and Linux.	DOS, OS/2, Windows 95, 98, WFW, XP, NT, 2000, SBS 2003 and Vista.	OS390	MCP, BTOS.
Languages:	Java, Shell Script, C/C++, COBOL, BBx/Pro5 Basic	COBOL, Visual Basic, C/C++, Java, BBx/Pro5 Basic, .NET 2005/2008		COBOL, C
Software:	Oracle, Cache, MUMPs, Apache, Tomcat, JavaScript, AJAX, HTML, XHTML, XML, XSL, XSLT, FOP, J2EE (Java Servlets, Java Beans, JSP), Perl, PHP, Ruby, JDBC/ODBC, Java, Corba, Application Servers, PGP, Connect:Direct, vi editor	COBOL, WordPerfect (All Versions), Quatro Pro for Windows, Paradox, Microsoft Office (Word, Excel, Powerpoint, Access), Microsoft Exchange, Microsoft Project 95, 98 and 2000, Lotus Notes, Lotus Organizer, Lotus ccMail, EXTRA for Windows, Project Central, Visio, Corba, Tibco/RV, COM+, PGP, Apache, Tomcat, IIS, JavaScript, AJAX, HTML, XHTML, XML, XSL, XSLT, FOP, ASP, .NET (VB.Net, C#), JSP, J2EE (Java Servlets, Java Beans, JSP), Ruby, Perl, PHP, CSP, Dreamweaver, FrontPage, JDBC/ODBC Connections, Connect:Direct, CORBA, Oracle, SQL/Server, MySQL, Cache, MUMPs, Dbase, FoxPro, Rational Clearquest, Clearcase, Requisite Pro, Robot, Test Manager	TSO, DB2.	LINC
Training:	Oracle, Cache, Unix, Shell Script, C++, Java, J2EE	Oracle, Cache, SQL/Server, DOS Scripts, C++, Java, J2EE, .NET	DB2	MCP, LINC, BTOS
Industries:	Public Sector / Florida State DCF	Public Sector / Florida State DCF (Department of	Public Sector / Florida	Private Sector/ Financial

	(Department of Children & Families), DOH (Department of Health) Private Sector/ Financial Institutions, Industrial.	Children & Families), DOH (Department of Health) Private Sector/ Financial Institutions, Industrial.	State DCF (Department of Children & Families) Private Sector/ Financial	
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Professional Experience

**Department Of Health
Tallahassee, FI
01/2005 – Present**

HMS DOH state government agency group developing and maintaining web systems used to provide medical services in County Health Departments (CHD) around the state. The HMS systems of Medical Services, Dental, Billing, Immunization, Inventory, Reports, etc., won Intersystems’ enterprise web innovator award - third place “globally”.

DBA / Project Leader / Senior Enterprise Web Developer

- DBA, Designing Databases Tables, verifying that tables are created and integrated with the maximum optimization for complex SQL access.
- Project Leader Architect and Developer of the HMS Inventory System. Handling the Receive, Adjustment, and Utilization of delicate HMS Inventory Items like vaccines, and handling the integration to the existing HMS modules.
- Project Leader Architect and Developer of the HMS Audit System, to be compliant with HIPPA.
- Participate in HMS User Meetings to help creating User Cases in Requisite Pro which are utilized as the base for development/integration of new Enterprise Web Development and enhancements
- Create, identify, and implement complex techniques/solutions for Web Pages utilizing extensive knowledge of web designing using latest web development tools XHTML, JavaScript, AJAX, J2EE, Crystal Report, .NET, and compliant with ADA (also known as Section 508).
- Participate in technical meetings to design new Enterprise development strategies and integration of HMS to other systems, like Enterprise Crystal Report, J2EE, Cache, SQL/Sever, Oracle, Ruby, and ASP.Net.
- Help creating and solving Clear Quest tickets, to create new programs and/or enhance the existing HMS system.
- Track Web systems errors and implement optimized Audit Web solutions utilizing web development tools.
- Provide assistance/training on Web Development.
- Use Rational tools environment in the whole cycle of the web system development Clear Quest, Requisite Pro, Rational Rose, etc.
- Hardware/Software (including Database, Routers, etc.) Installation and Support

**Department of Children & Family
Tallahassee, FL
08/2003 – 05/2005**

DCF is the national government agency that maintains a secured & classified Database of cases pertaining to abused children and families, case workers, agencies, case participants, and abusers. Thus it provides assistance to families with low income.

DBA / Project Manager / Senior Enterprise Web Developer

- .NET (VB.NET, C#) consultant for the DCF Hotline department, responsible to have users meetings to find and develop quick complex web solutions in .NET.
- DBA, Designing, Installing, and fine tuning Cache, SQL/Server, and Oracle Databases instances, Schemas, and Tables.
- Develop complex SQL instructions and routines extracting data, integrating different databases from different Government Institutions, and presenting reports on the web. Example: Justice Supreme Court and Department of Children & Families Databases.
- Database warehouse and migration, design strategies between DB2, Oracle, SQL/Server, MySQL, Access, and Cache databases using ODBC, JDBC, and standard Import.
- Managed to redesign Intersystems' Import classes to routines improving the import time for 8 Millions records, from 140 minutes to 9 minutes. The data is being migrated daily from IBM MVS Mainframes to UNIX IBM AIX Servers.
- Managed to redesign Intersystems' Export classes to routines, improving in 500% the export time.
- Designed the Web system to show interactive reports over the web on HTML, Excel, and PDF, accessing MySQL, MUMPs Globals, Cache, Oracle, DB2, and SQL/Server databases; Using Routines, Cache Server Pages, Java Servlets, JSP, XML, XSLT, XSL:FO, Tomcat, IIS, and Apache.
- Responsible to create names standards for MUMPs Globals & Routines, Classes, Databases, Tables, and Columns for "HomeSafenet", the Department's Statewide Automated Child Welfare Information Systems (SACWIS) out of DB2.
- Architect and Developed the DCF Enterprise Security and Integration with distributed systems using Complex Routines, Cache Server Pages, and Cache Database.
- Architect, Project Leader, and Developer of the DCF Enterprise ONEFAMILY Multi language web system classes. The classes allow conversion of a Web System to unlimited foreign languages without modifying any of the web pages.
- Provide Database and Web Development 'whole cycle' Training to Object Administrators and Developers
- Design Database and Web Integration for Systems developed in different Platforms/Architecture
- Accessing and executing DB2 SQL instructions in IBM MVS Mainframes, verifying database integrity with Cache Databases in Unix IBM AIX servers
- Design, write, document, and maintain processes, UNIX & Windows scripts, and Database recovery procedures. Login to TSO sessions to access and read for process documentation and migration IBM MVS DDL & COBOL Programs.
- Design, write, document, and maintain processes, UNIX & Windows scripts, and Database recovery procedures.
- Interview and hire new staff members.

**TRADEPAQ Corporation, Inc.
Tarrytown, NY
10/2002 – 01/2004**

TRADEPAQ is the unique provider for Web oriented Commodity Metal Trading & Risk Management Systems

Project Manager / Senior Web Developer / DBA

- Database Administrator; designing and implementing MUMPs Globals, Persistent Classes, Databases, Tables, Fine tuning, and verifying Globals and Database Integrity. Installing and fine tuning Databases at customer's sites.
- Project Manager for new customers' Systems requirements
- Systems Integration designer & developer using MUMPs and J2EE Concepts (Java Servlets, Java Beans, JSP, CSP, CACHE, Apache, Tomcat, IIS, TCP/IP, SQL/Server, Oracle, etc.)
- Project Manager & designer of the TRM Commodity Report System for the web. Designed, Programmed, and implemented the Report system using Java, FOP, generating XML using Mumps Routines and globals, XSLT, and XSL: FO; converting data to PDF, HTML, and Excel files and showing them on the web, saving to the company thousands of dollars in external Software. Install and configure the report system in UNIX and Windows environments.
- Architect, Project Leader, and Developer of the Multi language web system classes. The classes allow conversion of a Web System to unlimited foreign languages without modifying any of the web pages.
- Project Manager for systems' enhancements; designed, developed, and implemented the security structure for the Commodity and Risk Management Web Systems.
- Project Manager for Customers' Report Specifications; designing, developing, and implementing Complex SQL instructions and MUMPs Globals mapping to generate customers' Reports and XML files for Crystal Report.
- Train and manage developers' teams and Database Administrators.
- Install, Configure, and Maintain Linux and Windows Servers.
- Migrated MUMPs globals to Cache Tables and Cache Globals. Migrated MUMPs Systems to Cache CSP on the web. Migrated Cache Schemas (Databases/Tables) to Oracle, MySQL, and SQL/Server systems.
- Responsible for Enterprise Web Systems ADA Compliance

**Javelin Technologies, Inc.
New York, NY
04/2001 – 07/2002**

Javelin Technologies is the major vendor of FIX engines systems in the world.

Project Manager / Senior Systems Operations Engineer / DBA

- Project Manager for new Buy & Sell Side FIX connections, new Software & Hardware Installation/Upgrades, Software QA, etc.
- Database Administrator. Designed, created, and maintained new databases, tables, functions, and stored procedures for Oracle, SQL/Server, MySQL, Cache, and Access

- Researched, designed, and programmed new solutions to enhance daily operations and improve systems integration (SQL, Shell, Perl, PHP, ASP, JSP, Java, Visual Basic, etc.)
- Designed, wrote, and maintained FIX certifications, order routing test scenarios, operations and recovery procedures, system's documentation, HW & SW fail over tests, etc.
- Designed and wrote reports accessing different Databases using J2EE, JDBC and ODBC.
- Installed and maintained Linux, UNIX, W/2000 Servers, IIS, Apache, Tomcat, etc.
- Customer Service Support for FIX clients' connectivity and order routing to the New York Stock Exchange (Appia, Coppelia, FIXBox, CMS)
- Maintained daily run books to assure systems' health.
- Researched orders rejection status and programmed special scripts to alert about special execution conditions.
- Exchange Server Administrator

IIS, Inc

New York, NY

06/2000 – 03/2001

IIS consultant for Citigroup (Cybic Management, Inc.). Cybic designed a web trading system for customized financial products.

Integration Manager

- Managed Integration programmers teams to deliver solutions using J2EE, Java, CORBA, Application Servers, JSP, XML, UNIX scripts, Oracle, SQL/Server, FIX, and C++
- Integration Project Manager. Identified tasks, assigned resources, and established priorities. Scheduled Software Development and Hardware/Software integrations.
- Analyzed, designed, and installed integration solutions for Cybic's Systems and clients prospects using Java, C++, FIX, CORBA, Connect:Direct, UNIX (Sun Solaris), Windows NT/2000
- Vendors Relationship; Researched and selected new vendors and new software (packages) solutions. Approved purchase of new software solutions after analyzing vendors' proposals and executing statements of work (including the BEA Weblogic Application Server System, Connect: Direct, Javelin - Appia FIX Engine, etc.)
- Designed and wrote systems' presentations, documentation, and procedures.
- Designed, wrote, and maintained FIX certifications, order routing test scenarios, operations and recovery procedures, system's documentation, HW & SW fail over tests, etc.
- Designed and programmed special scripts to alert about special execution conditions and order rejection.
- Interviewed and hired new staff members.

Estee Lauder Companies, Inc

Melville, NY

10/1998 – 06/2000

The Retail Division handles the stores that sell Estee Lauder's products

Senior Systems Analyst / Systems Developer

- Supported Essentus (Richter) software modules - Back-end Retail Stores System, UNIX (HP System), EDI translation integration, and the communication between the Hosts and the stores (MLink)
- Designed, Maintained, and programmed Retail Web application using J2EE(Java Servlets, Java Beans, JSPs), MySQL, SQL/Server, & Oracle.
- Analyzed, designed, documented, and programmed new Essentus (Richter) business and integration solutions, using Pro5 (BBx), Visual Basic 6, UNIX Scripts, PL/SQL, SQL/Server, C/C++, Crystal Report, and Access.
- Project Leader – Essentus (Richter) System Y2K conversion.
- Interviewed and hired new staff members.

Vista Software, Inc
Tarrytown, NY
02/1997 – 10/1998

Vista Software develops stocks, positions, trading, contracts, and options software, using MUMPs, Visual Basic, Oracle, and SQL/Server

Senior Systems Analyst / Y2K Specialist

- Project Leader – VCTS/MUMPs Y2K conversion
- Analyzed concepts, designed, programmed, and supported VCTS trading systems (Stocks, Risk Management, Letter of Credits, Trading Allocations, Costs, Sales, Account Payable, Account Receivable, Inventory, G/L, etc.), using MUMPs, VB, and SQL/Server.
- Systems Administrator and Customer Service Support (UNIX, Windows, Networks, VCTS/MUMPS, etc.)
- Designed, prepared, and conducted internet training (concepts and programming tools)
- Interviewed and hired new staff members.

NCR/AT&T Global Information Solutions
San Juan, PR
08/1993 – 01/1997

- NCR (former AT&T GIS) are experts selling and supporting Automatic Teller Machines, Documents Imaging Solutions, Operating Systems (UNIX SVR4), Item Processing Solutions, and Retail Stores systems (HW & SW)
- Senior Systems Analyst / Systems Integrator
- Project Leader – Designed and implemented Automatic Teller Machines' networks
- Integration Project Leader – programming and installing major banks' Item processing document imaging systems
- Trainer – Taught UNIX administration/installation, NCR Systems, etc.
- Designed, programmed, installed, and supported switch system to handle automatic teller machines networks
- System Administrator and Customer Service Support. (UNIX, Windows, Routers, Firewalls, ATMs, TCP/IP,
- Project Manager for Oracle and UNIX Servers customers installations,
- Pre-Sale presentations and support of software, systems, and hardware

Education/Certificates:

- ENSEMBLE, Intersystems, Boston, MA
- MCSE Training, Infoserve Technology, New York, NY
- Cache DBA System Management, Intersystems, New York, NY
- Cache Server Side Programming, Intersystems, New York, NY
- UNIX Systems/C/C++ Certificate Program, Pace University, New York, NY
- UNIX Systems Certificate Program, AT&T, San Juan, PR
- Oracle Tools, AT&T, San Juan, PR
- MBA Candidate, Dowling College, Long Island, NY
- BA Computer Sciences, O&M University, Santo Domingo, DR

Awards

- Intersystems Web Innovator, "HMS" Third Place Award, 2006
- NCR/AT&T GIS, Employee of the Year, 1994
- NCR/AT&T GIS, Employee of the Month, December/1994

Software

- Unix, Linux, Windows 2003/2000/XP/NT/98/WFW/3.1, DOS, OS/2, BTOS
- Java, Visual Basic 6, C/C++, BBx, Pro5, COBOL
- Oracle, SQL/Server, MySQL, CACHE, MUMPS, ACCESS, DBASE, FoxPro, LINC
- Apache, Tomcat, IIS, XHTML, XML, XSL, XSLT, FOP, ASP, ASP.NET (VB.Net, C#), J2EE, JSP, Javascript, Perl, PHP, CSP, Ruby, Visual Studio, Dreamweaver, FrontPage, JDBC/ODBC Connections, Exchange Server,
- Rational, Microsoft Project Manager, Project Central, Microsoft Office (Word, Excel, Powerpoint, Access), Visio,
- Connect:Direct, Mlink, CORBA, TIBCO/RV, Application Servers, COM+
- Coppelia, Appia, PGP, Trident (Eze Castle management System), Essentus (Richter)
- Rational Tools

Hardware

- Unisys Mainframe, Hewlett Packard, Sun
- IBM PC & Compatibles, Item Processing, Automatic Teller Machines, Magnetic Cards Encoder, NCR Retail Stores

Network & Protocols

- Communication Line Analyzers, Routers, Switch/Hubs, Firewall
- TCP/IP, MS Windows, Poll/Select, RS232, EDI, FIX, TNS, Radianz.

Consultant References – José A. Horton

Reference 1:

Reference's Name(s), Titles, Organization	Carl Newstrand, Business Analyst, FIS
Email Id(s)	Carl.Nstrand@fnis.com
Address	6607 Rime Village Dr. East, Hoover, Alabama 35216
Phone Number(s)	(205) 397-2266 (W) (205) 266-0003 (M)
Description of Work Performed for this Reference	Support, Hardware and Software Installation For Banks in the Dominican Republic
Dates of Work Performed for this Reference	1995 & 1996

Reference 2:

Reference's Name(s), Titles, Organization	Manuel Gomez, Senior Systems Analyst, Montefiore Medical Group
Email Id(s)	magomez@montefiore.org
Address	108 Cluny Ave., Yonkers, Ave. 10703
Phone Number(s)	(914) 709-3039(W) (914) 512-0057(M)
Description of Work Performed for this Reference	Web Development, Network Installation, Exchange Server, Support, Hardware & Software Installation
Dates of Work Performed for this Reference	2000 to 2003

Reference 3:

Reference's Name(s), Titles, Organization	David Shazar, Business Analyst, Estee Lauder
Email Id(s)	dshazar@estee.com
Address	125 Pinelawn, Melville, NY 11747
Phone Number(s)	(631) 752-5660(W)
Description of Work Performed for this Reference	System Development, Customer Support, Hardware & Software Installation
Dates of Work Performed for this Reference	1997-2000

Consultant Résumé – Sharif Morrison

1937 Shady Oaks Drive
Tallahassee, FL 32303
Phone: (850) 879-1414
smorrison1@alltel.blackberry.com
sharifmorrison@comcast.net



Consultant Skills Matrix – Sharif Morrison

Required Qualifications	# Years Experience
• PC Hardware and Software Setup and Installations	5 Years
• Troubleshooting/ Hardware Issues	5 Years
• Maintain MS Exchange Email Server	4 Years
• Software Installation, re-imaging, configuration needs	5 Years
• Supporting multiple hardware manufacturers (Dell, Toshiba, Acer, etc.)	5 Years
• Programming and system design maintenance	5 Years
• Database (SQL Server) design and maintenance	1 Year

Summary of Qualifications:

- Five years of extensive hands on training in network engineering.
- Experienced in Wide Area Networks as well as Local Area Networks.
- Windows system installation, configuration, administration, troubleshooting and repair. Installed, configured and maintained routed LAN networks.
- Skilled in TCP/IP, routing protocols such as EIGRP, OSPF, RIP and static routing, VLSM, VLANS, DHCP, DNS, SNMP and other technologies.
- Equipped with excellent communication skills and the ability to interface at all levels.
- A team player who also can work well independently.

Technologies:

- Frame Relay, IGP, TCP/IP, DNS, DHCP, NAT, IPsec, L2TP tunnels, EIGRP, OSPF, RIP, switching/bridging, spanning tree, 802.1Q Trunking, Ethernet (10/100/1000).
- Network Analysis and Management Tools: Cisco Works, Foundry IRONVIEW, Cisco ACS, various SNMP packages, auto-discovery tools, network documentation methodologies and tools.
- Network Operating Systems and Vendor Knowledge: Cisco IOS, Juniper, Foundry, HP and other network vendor familiarity. Microsoft Windows 2003 Server, Windows 2000, Windows 9X, Windows XP and Microsoft Office Suites

Computer Systems Certifications:

- April 2005: Microsoft Certified Professional (MCP) Windows 2003
- March 2009: Cisco Certified Network Associate (CCNA)

Professional Experience:

June 2008 – June 2009

**Tier II Network Engineer / My Florida Network Operations Center
Embarq Advanced Network Services**

My Tier II responsibilities include supporting Embarq's M.F.N. and commercial internet customers. The My Florida Network encompasses over 4,000 managed government and state agencies across an MPLS/VPN backbone.

My responsibilities were:

- Preparing configurations for newly acquired customers joining the M.F.N. network. Including quality of service (Q.O.S) to ensure adequate bandwidth for data, voip (voice over IP) and video traffic. Working with customers to provide support in troubleshooting connectivity issues. Monitoring the M.F.N. network for outages and responding in an expedient manner in order to maintain SLA's.
- Providing support for Embarq commercial internet customers. These customers are based in areas such as Tallahassee, West Florida, Ocala, Leesburg as well as Ft. Myers areas.
- Trouble shooting of Ethernet and Frame-Relay T-1 and T-3 circuit issues.
- Working with sales engineers and project managers to complete new customer turnips.

September 2005 – April 2008

**Network Engineer
Florida A&M University**

As a network engineer at Florida A&M University, my role was to function as the lead engineer for University wide wired and wireless networks upgrade.

Responsibilities included:

Lead Network Engineer

- Installation, configuration and maintenance of routed LAN.
- Configuration of core and WAN and LAN switches.
- Dealt with issues of routing protocols (EIGRP, OSPF, RIP and static routing).
- Worked with VLSM, VLANS, DHCP, DNS, SNMP and other technologies.
- Lead engineer for core and edge layer 2/3 upgrades.
- Lead engineer for enterprise wireless upgrades.
- Implementation of wireless technologies in common and student areas. Deploying controller based AP's with over 400 deployed.
- Troubleshooting of network connectivity issues
- Network monitoring to insure optimal performance.
- Backup to Email team as an MS Exchange administrator
- Researched applications for potential implementation on the network.

MS Exchange 2003 Administrator

- Created exchange accounts for the universities enterprise email system for faculty, staff and students.
- Managing accounts with active directory.

Cisco ACS Administrator

- Managed the campus dial-up server to ensure connectivity for users without available high speed internet. ACS server was also used for radius authentication for the core and edge equipment, as well as the network monitoring servers

ASP Migration Team member

- Implementation of FAMU HCM.
- Documenting interface information to provide a seamless transition to new environment.

May 2004 – September 2005

Network Support Specialist

Florida A&M University (Division of Research)

As a network support specialist my responsibilities included:

- Managed Division of Research Windows 2003 domain controller in addition to providing network and desktop support for 40 plus users.
- Administrator of the Windows 2003 domain controller.
- Maintained active directory user accounts and credentials for the division.
- Configured new workstations for connectivity to the domain.
- Configured and managed network printers
- Provided network access for users in the division
- Configured new workstations and provided support for 50 plus users in the division
- Installed software and maintained all security updates
- Maintained antivirus software for users to maintain compliance with University IT policies.
- Daily backup of confidential data.
- Hardware and software troubleshooting and repair

Education

- April 2001 - Associate of Art Degree; Tallahassee Community College
- August 2002 – Senior 90 semester hours towards Bachelor of Science; Political Science Major w/ Communications minor.

Additional Training

Windows 2003 MCSA boot camp

Related Activities

I am currently working towards obtaining my Cisco Certified Network Professional (CCNP) credentials.

Consultant References – Sharif Morrison

Reference 1:

Reference's Name(s), Titles, Organization	Daniel Andrew, Network Infrastructure Manager, Florida A&M University
Email Id(s)	daniel.andrew@famu.edu
Phone Number(s)	850-727-6569
Description of Work Performed for this Reference	Network Engineer, lead engineer for campus issues. Connectivity, troubleshooting, configurations, etc.
Dates of Work Performed for this Reference	5/04 to 4/08

Reference 2:

Reference's Name(s), Titles, Organization	Wanda Ford, Director Contracts and Grants Florida A&M University.
Email Id(s)	wanda.ford@famu.edu
Phone Number(s)	850-412-5525
Description of Work Performed for this Reference	Domain administrator, network support, pc support.
Dates of Work Performed for this Reference	5/04 to 6/05

Reference 3:

Reference's Name(s), Titles, Organization	Kevin Banks, Supervisor TierII Engineering, Embarq/Century Link
Email Id(s)	kevin.banks@embarq.com
Phone Number(s)	850-847-0287
Description of Work Performed for this Reference	TierII Network Engineering for MFN Network(My Florida Network).
Dates of Work Performed for this Reference	6/08 to 6/09

Consultant Résumé – Ephram Hagins

1102 Tanner Dr. Tallahassee FL, 323305

Phone: (850) 264-1079

Email: Ehagin01@yahoo.com

Consultant Skills Matrix – Ephram Hagins

Required Qualifications	# Years Experience
• PC Hardware and Software Setup and Installations	15 Years
• Troubleshooting/ Hardware Issues	10 Years
• Maintain MS Exchange Email Server	8 Years
• Software Installation, re-imaging, configuration needs	10 Years
• Supporting multiple hardware manufacturers (Dell, Toshiba, Acer, etc.)	8 Years
• Programming and system design maintenance	3 Years
• Database (SQL Server) design and maintenance	3 Years

Summary

- Over 15 years as a Computer Technician/Network Support specialist.
- Dell certified technician, Experienced with all models of Dell Desktop, Towers, and Servers.
- Experience with Compaq/HP 7000 systems.
- Ability to diagnosed and resolve hardware/Software and Network problems.
- Ability to install and network peripheral equipment such as printers, workstations, and Server applications.
- Advanced network analysis skills, such as TCP/IP packet analysis, network protocols including Novell, IPX, and Windows Server Management.
- Knowledge of LAN, WAN and Cisco Routers.
- Knowledge of network architectures and protocols, TCP/IP, DNS, and SSL
- Assist users to identify and solve data communication problems.
- Install and perform maintenance of all windows operating systems.
- Desktop Support of dependent third-party software components and customized software modules to ensure interface to other systems such as; UNIX, Linux, Sun Micro systems.
- Worked as a Level III Helpdesk Technician.
- Information Technology professional with extensive Knowledge of Windows XP, Windows Vista, Windows 2000 Professional and Server 2000, Windows NT workstation and Server 4.0, UNIX, Linux and Novell NetWare 5.1 Server Operating Systems.
- Certified in Microsoft products: Competent in numerous Windows applications
- Ability to communicate technical information effectively verbally and in writing.
- Ability to work independently and in team environment
- Ability to learn and apply new computer technology
- Ability to quickly analyze and resolve problems utilizing various resources
- Expert knowledge of Windows server administration, including system stability, integrity, and troubleshooting.
- Self motivated, with the ability to work in both a team environment and individually

Computer Expertise

Word Processing	Microsoft Word 2000, WordPerfect, Microsoft Office Professional 2003
Operating Systems	DOS/95/98/NT 4.0/Windows 2000 Professional and Server and Windows XP, UNIX, Linux, Novell.
Spreadsheets	Microsoft Excel,
Database Management	Microsoft Access, Oracle, Dbase IV, V, and SQL Server.
E-mail clients	Lotus, Outlook, Eudora, and Exchange, Exchange Server Administration.
Other	Voice over IP (VOIP), Wireless Internet, Wan/Lan setup, and maintenance. TCP/IP Protocols, Frame Relay. Installation of 110 phone block and cat5 cabling. Setup Routers and servers for networks.
Html Editors	Front Page 98/2000
Hardware Repair	Motherboards, CD-Rom drives, Hard-drives, Floppy drives, Printers.
Routers/Switches	Cisco Router configuration/ Proliant and Nortel switches.

Education

Florida A&M University, Tallahassee. FL, 1974 to 1978
Major: Business Administration Minor: Computer Science

Experience

09/2008: Action Labor
1421 Gadsden St. Tallahassee FL 32301
Current: Day Laborer

Working as a day labor employee. This involved working as a temporary day labor employee where I am sent to various job sites as a temporary employee. Assignments usually last anywhere from one day to several months. Type of jobs may vary from construction sites to state or local government offices.

12/2007: Core Technologies Group
Parsippany NJ
09/2008: Computer Technician

Repaired and/or installed Point-of-Sale (POS) Dell computer terminals in a break-fix scenario and installed new scanners and software for Toys-R-Us, Babies-R-US stores throughout the state of Florida. Worked with Network help desk team to set local Cisco Router configuration and install cat5 cabling to router and POS in store. Troubleshoot any existing problems and report to help desk if it could not be fixed. Ordered replacement parts as needed.

12/2006: Smart Source Inc.
480 E. Roosevelt Rd #103 West Chicago IL. 60185
06/2008: Computer Analyst/Computer Technician.

As a Computer Technician, worked as a contract employee to repair and replace out dated computers for retail outlets throughout the state of Florida and perform data migration to new hardware. Use of Ghost Enterprise to image computer and connect to domain

As a Computer Systems Analysts, solved computer problems by choosing and configuring hardware and software. I worked with specific types of computer systems such as Windows XP with Active Directory Security for Server 2003 and Cisco security for (POS) Point-of Sale and Data capture of accounting and sales.

05/2006: Adea Solutions

7701 Las Colinas Ridge Irving Texas. 75063

12/2006: Computer Technician/Analyst

Working as a contract employee with the State of Florida Department of Highway Safety and Hewlett Packard Corporation to upgrade and replace old outdated Compaq computers with new HP Compaq dc7600 systems running Windows XP. Worked with Microsoft Server 2003. Configuration and installation of HP Proliant ML370 G4 Server locally and promoting it to Domain Server. Assists users to identify and solve data communication problems. Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing systems. Installed and performed minor repairs or changes to hardware, software, and peripheral equipment following design or installation specifications. This includes installation and repair of keyless security systems for office access.

03/2006: BMC Solutions

3391 Town Point Dr. Ste 300 Kennesaw GA 30144

05/2006: Computer Technician

Contract employee hired by BMC to replace Dell 260 and 270 model computers with GX 520 running Windows XP. Replaced and imaged over 620 PC's in a (6) six week time period for the City of Tallahassee during they're Dell contract PC replacement agreement. Entered commands and observe system functioning to verify correct operation and detect errors. Determined what is causing an operating error and resolving problem. Ability to communicate with superiors to escalate trouble calls to City of Tallahassee Information System Service (ISS) Technicians

07/2004: Global Technologies Group Inc.

Pompano Beach Fl

03/2005: Computer Technician

Working with Global Technologies as a private contractor. I have been contracted to work on the Eckerd's Drugs to CVS Pharmacy conversion due to corporate buy out. This involved going into the Eckerd's stores as assigned and setting up new CVS IBM Servers. Responsible for downloading information from Eckerd's Servers and setup New IBM Servers and workstations. Removed all hardware and replaced with the new CVS computers. Installed data lines, terminated jacks, and wired phone tree.

09/2003: Affordable Transmission Service

Tallahassee Fl

03/2004: Contract Network Specialist/PC Technician

Installed Inter-State Network system for client across two state boundaries. Client was expanding business to another state and I was contracted to set up network system between two states to track business flow, job performance, and cash flows from multiple sites. Installed and maintained 10 Dell Optiplex GX270 Tower Computers and Printers running Windows XP. Use of VPN over a Microsoft Windows Network Operating System with wireless capabilities. Installation of accounting system and Inventory Management. Set up

and managed local Servers running Server 2000 for Log-on Authentication, Application and Print services.

06/2003: Pioneer Network Services

Atlanta Ga.

09/2003: PC Technician

Working as a private contractor to replace old legacy computers with the new Dell Optiplex 260 desktop pc's running Windows XP for the Synovus Financial Network. This involved removing old pc from the location and replacing it with the new pc and installing all hardware such as NCR, local and network printers. I would also log-on as user and install all associated applications listed on the site survey sheet completed by management. These applications are from the person's Novell application Launcher (NAL) menu. I would also run teller scripts and pc scripts to update Novell Server to run Windows XP at the server for that branch.

10/2002: Addeco Temporary Services

716 N. Calhoun St. Tallahassee Fl 32303

06/2003: Desktop Support Technician

I was a temporary contract employee assigned to the Department of Transportation. Responsible for the installation of computer programs and various operating systems. Conducted test to determine whether equipment, software, or procedures are operating as expected. Test, maintained and monitored computer systems for efficiency for users. Responsible for security of users who were locked out of their pc by re-setting passwords and verifying user ID information. Worked on the Help Desk as a level III technician. Answered technical/operational questions to resolve software, hardware and/or network related problems at the user level. Use of remote control software to take control of user's pc remotely and repair corrupted files or operating system throughout the State of Florida. Responsible for maintaining desktop software such as Windows 2000 Professional and Windows 2000 Office Suite. Installation of Server 2000. Repaired computer hardware including but not-limited-to hard drives, motherboards, floppy and cd-rom drives. Use of ghost to sys-prep computers for upgrade to Active Directory. Ability to communicate verbally and in writing.

02/2000: State Department of Revenue

1010 W. Tennessee St. Tallahassee Fl

08/2002: Distributed Computer Systems Analyst. (DCSA)

As a DCSA, Tests data processing system to ensure accurate and efficient functioning of data processing activities and security measures. Tests and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing system. Assists users and programmers to identify and solve data communication problems. Responsible for providing all aspects of technical support for a variety of hardware and software to include PC'S, printers, modems, and scanners. Operating Systems supported on a daily basis include Windows 95, Windows N.T. 4.0, Windows 2000, UNIX and Linux. Responsible for maintenance, repair, and ongoing updating of dell computers running the imaging system for data capture and storage. Testing and analyzing network coverage to ensure continuous communication and network integrity and quality and updating daily logs. Provide user administration and network access to enterprise applications and software programs used by the Department of Revenue. Provide and maintain a high quality of customer and user support, assistance, and service. Respond to customer trouble ticket in a timely manner.

Troubleshoot, repair, and provide answers to queries and requests submitted by internal users and external customers through the phone, email, web feedback, or the department's Helpdesk Ticketing system.

07/1998: City of Tallahassee
300 S. Jefferson St. Tallahassee FI
02/2000: Micro Computer Specialist

Installation, configuration, diagnose and repair of all PC related hardware and printers. Answering user questions, responding to user support calls. Setup and repaired desktop and tower Dell Computers running Windows N.T. 4.0 and installed network software. Troubleshoot network hardware and software problems and repaired computer to get it back on the network. This included trouble-shooting TCP/IP connection and activity. Maintain network hardware and software, monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Uses of Ghost software to image PC's over network and restore corrupted Operating Systems. Maintained Windows N.T. 4.0 Network Servers and workstations. Provide third level support, answer hardware/software questions, and provide technical assistance /troubleshooting. Worked with City of Tallahassee employees to install VPN software so that clients can work from home

01/1997: Department of Management Services
5050 Esplanade Ave, Tallahassee FL
07/1998: Help desk Technician

Worked as a Level II help desk technician. Listening to what customer is saying and asking questions as appropriate. Ensured that customer issues were promptly addressed, documented, and resolved in a timely and professional manner consistent with customer service professional/technical standards. Assist customers over the phone with multiple types of system/application errors following set guidelines on call processing, prioritizing, and escalating procedures. Troubleshooting via the phone, hardware, software, and/or network operating problems as required and involved applying technical resources to ensure resolution. Provide reports to proper management of security access for facilities and/or system application. Responsible for security of users who were locked out of their pc by re-setting passwords and verifying user ID information. Use of remote control software to take control of user's pc remotely and repair corrupted files or operating system throughout the state of Florida.

02/1995: Unisys Corporation
2525 S. Monroe St. Tallahassee FI
12/1997: Computer Operator

Processed and transmitted Medicaid and Medicare claims via distributed network and dial-up network to host mainframe. Maintained Windows N.T. network Servers for security and logon authentication. Use of UNIX operating system to maintain Imaging platters and storage. Operated impact and Laser printers for large volume printing. Provided technical guidance and mentoring of junior team members. Plan, organized and coordinated work assignments, and prioritized workloads.

01/1986: Electronic Data Systems (EDS),
Tallahassee FI
12/1988: Computer Operator

As a Computer Operator, responsible for the daily operation of Data Center. I trained new and current employees on the use of and MVS\JES2 System to interact with host mainframe. Responsible for the daily entry of jobs for processing Medicaid claims and the daily printing of reports on impact and laser printer for state wide distribution.

Consultant References – Ephram Hagins

Reference 1:

Reference's Name(s), Titles, Organization	Don Deloach, City of Tallahassee IT Manager
Email Id(s)	deloachd@cot.com
Address	300 S. Jefferson St. Tallahassee FI 32301
Phone Number(s)	(850) 891-8402
Description of Work Performed for this Reference	My daily activities included installation; configuration, diagnose and repair of all PC related hardware and printers. Answering user questions, responding to user support calls. Setup and repaired desktop and tower Dell Computers running Windows N.T.4.0 and installed network software. Trouble shoot network hardware and software problems and repaired computer to get it back on the network. This included trouble shooting TCP/IP connection and activity. Maintained network hardware and software i.e. servers, network cards, mother boards. Monitored network to ensure network availability to all system users and perform necessary maintenance to support network availability. Uses of Ghost software to image PC's over network and restore corrupted Operating Systems. Maintained Windows N.T. 4.0 Network servers and workstations. Provided Level I customer assistance through answering and creating help desk calls. Worked with City of Tallahassee employees to install VPN software so that clients can work from home. Installation of Microsoft Exchange client and server version to establish email privileges for City of Tallahassee employees.
Dates of Work Performed for this Reference	07/1998 to 02/2000

Reference 2:

Reference's Name(s), Titles, Organization	Kevin Malec, BMC Solutions Project Manager
Email Id(s)	kmalec@bmcsolutions.com
Address	3391 Town Point Dr. Ste 300 Kennesaw Ga.
Phone Number(s)	(800) 607-2375
Description of Work Performed for this Reference	Contract employee hired by BMC to replace Dell 260 and 270-model computers with new GX 520 running Windows XP. Replaced and imaged over 620 PC's in a (6) six week time period for the City of Tallahassee during they're Dell contract PC replacement agreement. Performed data migration from old to new and observed system functioning to verify correct operations and detect errors. Determined what was causing operating errors and resolved the problem. Ability to communicate and escalate trouble calls to City of Tallahassee Information System Service (ISS) Technicians.
Dates of Work Performed for this Reference	03/2006 to 05/2006

Reference 3:

Reference's Name(s), Titles, Organization	Haley Schofield, Adea Solutions Project Manager
Email Id(s)	haley.schofield@adeasolutions.com
Address	7701 Las Colinas Ridge Irving Texas.
Phone Number(s)	(888) 590-2332
Description of Work Performed for this Reference	Working as a contract employee with the State of Florida Department of Highway Safety Tag Agency and Hewlett Packard Corporation. A joint venture to upgrade and replace old outdated Compaq computers with new HP Compaq dc7600 systems running Windows XP. Configuration and installation of HP Proliant ML370 G4 Server running Windows Server 2003. Promoted server to Domain and pushed image to workstations using Ghost. Setup DNS. Assists users to identify and solve data communication problems. Test and evaluate hardware and software to determine efficiency, reliability, and compatibility with existing systems. Installed and performed minor repairs or changes to hardware, software, and peripheral equipment following design or installation specifications. Adjustment of Oracle database for client to access information for tag issuance.
Dates of Work Performed for this Reference	05/2006 to 12/2006

Consultant Résumé – Keno Rivers

2488 Eddie Rd.
Tallahassee, FL 32308
Mobile: 850-386-1377
onek1@hotmail.com

Consultant Skills Matrix – Keno Rivers

Required Qualifications	# Years Experience
<ul style="list-style-type: none">• PC Hardware and Software Setup and Installations	10 Years
<ul style="list-style-type: none">• Troubleshooting/ Hardware Issues	10 Years
<ul style="list-style-type: none">• Maintain MS Exchange Email Server	5 Years
<ul style="list-style-type: none">• Software Installation, re-imaging, configuration needs	7 Years Software Installation, 3 Years Re-imaging, 3 Years Configuration
<ul style="list-style-type: none">• Supporting multiple hardware manufacturers (Dell, Toshiba, Acer, etc.)	5 Years
<ul style="list-style-type: none">• Programming and system design maintenance	7 Years maintenance, no program writing

Looking for a challenging position with room for advancement where I can use my technical and customer service skills along with my personal knowledge to further the growth of my employer.

Experience:

3/2008 - Present
Embarq
Apopka, Florida

Industry: Telecommunications Services
Business HSI Technical Support

Receiving phone calls from business High Speed Internet (HSI) users and providing technical support for their Local Area Network (LAN) and internet troubleshooting. Responsibilities include resolving customer issues for outages, and WAN/LAN network related troubles, pc support, e-mail support, and website support.

10/2007 - 4/2008
Connexions
Orlando, Florida

Industry: Computer/IT Services
Technical Support Representative

Job duties are receiving phone calls and providing technical support for Sandisk products, Product line includes MP3 players, USB flash drives, memory cards, card readers, and other Sandisk products. Product support also includes technical support for the use and information of these products and additional software which included subscription music software programs ex.(Rhapsody, Napster, Yahoo Music Jukebox and Windows Media Player etc...) and , for multiple Operating Systems such as Windows XP, Windows vista, Mac os 10, and Linux

1/2007 - 9/2007

AT&T

Orlando, Florida

Industry: Telecommunications Services

Customer Care Representative

Job Duties were to receive calls from wireless phone users in reference to trouble shooting device issues, network issues, and billing problems. Responsibilities included resolving customer issues for service plans, device & network issues. Resolution of billing issues including necessary debiting and crediting customer accounts within \$250.00 per account. Also meet monthly quotas and adherence.

8/2006 - 12/2006

Safe Touch Security

Tallahassee, FI

Industry: Construction - Residential & Commercial/Office

Service Technician

Job Duties included the installation and maintenance of home security systems. Use of low voltage testing devices for trouble shooting of malfunctioning systems, also determining location and type of devices to be used to meet customers security desires for new system installations. Employees also ensured customer satisfaction prior to departure.

1/2002 - 2/2006

Sprint Ltd.

Tallahassee, Florida

Industry: Telecommunications Services

PC/Data Service Technician

Job duties were installation and repair of telecommunications for homes or small businesses. Isolate and repair outside plant trouble when necessary. Install and repair high speed internet (HSI) connections along with the local area networks (LAN) for homes and small businesses. When necessary replace customer equipment or coordinate new equipment being issued. Job duties would demand coordination between other departments to get customer issues completely resolved. This was a highly autonomous job due to being out in the field. Had to meet monthly objectives for job performance.

1/2000 - 1/2002

Sprint Ltd.

Tallahassee, Florida

Industry: Telecommunications Services

Accounts Recievable Specialist

Job duties were to make and receive telephone calls for residential and business customers in reference to their local telephone bill. Duties would include making arrangement for payment of bill, processing payments, handling customer disputes about bill and apply credits or debits to accounts accordingly up to \$500.00 per account, and processing write off accounts. Also participated in team lead role for my supervisors group of employees. Employees had to meet monthly objectives for minimum amount of processed payment of bills, and for selling of new services and equipment.

Education

8/1994 - 5/2000
Tuskegee University, US-Alabama-Tuskegee
Bachelor's Degree
Lettered in football all 5 years.

Consultant References – Keno Rivers

Reference 1:

Reference’s Name(s), Titles, Organization	Venisha Muldrow, Embarq, Manager
Phone Number(s)	(352) 348-1810
Description of Work Performed for this Reference	Technical Support, business high speed internet users support, network support
Dates of Work Performed for this Reference	March 07- May 09

Reference 2:

Reference’s Name(s), Titles, Organization	Minnie McNeal, Srint
Phone Number(s)	(850) 599-1281
Description of Work Performed for this Reference	PC Data Technician install high speed wiring local networks small and home business, repaired wiring
Dates of Work Performed for this Reference	Jan 2002-feb 2006

Additional references may be provided upon request.

Consultant Résumé – Joseph L. Hennenfent

8022 Archer Circle, Tallahassee
Florida, 32309
Phone: (850) 894-3166
jlh8022@embarqmail.com

Consultant Skills Matrix – Joseph L. Hennenfent

Required Qualifications	# Years Experience
• PC Hardware and Software Setup and Installations	20 Years
• Troubleshooting/ Hardware Issues	20 Years
• Maintain MS Exchange Email Server	10 Years
• Software Installation, re-imaging, configuration needs	15 Years
• Supporting multiple hardware manufacturers (Dell, Toshiba, Acer, etc.)	20 Years
• Programming and system design maintenance	15 Years
• Database (SQL Server) design and maintenance	10 Years

Education

- Fiber Optic Technology, Certification
1993, Kennesaw State College , Kennesaw, Georgia
Installing, connecting and splicing of single and Multimode fiber. Testing using TDR and light.
- Novell CNE, Certification
1992
- Electronic Engineering, Associate Degree, 1984 – 1986
Hamilton Technical College, Davenport, Iowa
GPA 3.7/4.0
Specialized in Computer Electronics and Computer Networking areas.
Communication electronics, Industrial Electronics, and Electronic design and Drafting for real-world applications and hands on troubleshooting. Served as Member of Student council.
- Pre Engineering, 1974 - 1975
Blackhawk College, Moline, Illinois
GPA 3.5 / 4.0 (Did not Graduate)
Engineering graphics, Advanced math, Chemistry, Economics, and other prerequisite courses.

Experience

Sr. Network Engineer, Tri-c.com

March 2006 – May 2009

Cooperatives Computer Center, Tallahassee, Florida

Create, update, and maintain Computer networks for a large number of customers, using Windows server 2003, 2008. Coordinate with Customers and Venders for major site

changes. Maintain internal tools for managing site structure. Work with third-party providers to ingest and integrate external applications and data, Maintain backups, and security. Assist with design efforts for Wans, and Lans. Provide technical support for usability issues and critical site problems, as needed.

Core Team Sr. Lead / Training Lead

2003 – 2006

NMCI-ISF / Qualxserv, Pensacola , Florida

Lead teams of computer installation technicians installing computers for the Navy and Marine Corps on Pensacola Naval Air station and other Navy and Marine bases. Train new installation teams at bases across the United States. Do quality control assessments on teams and installations.

Internet Sales Specialist

2002 – 2003

Lee Import City, Fort Walton Beach, Florida

Design and Build and Maintain Internet web site. Sale Car, Plan internet sales promotions.

Network Systems Manager

1998 – August 2001

Quest Education Corporation, Roswell, Georgia

Manage staff of 4 programmers and 3 technicians. Supporting Home office operations and 35 Colleges and trade schools nationwide. Over 50 file servers and 5000 workstations in total. Purchase, lease and recommend equipment and software for entire company. Support Netware 3.2 and 5, Microsoft Windows 95, 98, 2000, NT and wan network to 35 remote locations, ADP payroll software. Several Graphics packages and MS Outlook. Administrative network and MIS department technicians.

Sr. Critical Accounts Engineer, I/T Specialist

1990 – 1998

Jostens Learning Corporation, Atlanta, Georgia / San Diego, California

Provide national troubleshooting support for all critical accounts. Reporting to Senior VP of Technical Support providing documentation on critical account status, developments, and resolutions. Resource support to all (150+) members of the technical division. Training and support of eastern region technical staff. BETA Software support Customer training, Pre site Pre sale and Post sale support and inspection. Training of end users in Network Administration.

PC Systems Manager

1988 – 1990

Xcellenet, Atlanta, Georgia

Network Administrator. Management of all PC systems and networks Including Novell, 3Com, AppleTalk, and Xcellenet's in-house wide area network system. Support of customer WAN/LAN networks. Hardware and software purchasing, customer technical support

Activities & Awards

- Quest Education Corp. Employee of the Quarter March, June 2000 January, March 2001

- Honoree Georgia Governors' Dinner, 1993
- Member, Georgia Public Schools Computer Technology Board, 1992-1993
- Outstanding Team Achievement award, 992

Military

Corporal / E-4 United States Marine Corps.
GE-T58-10/16 Overhaul technician. Basic Aviation Honor student, Basic Helicopter Honor student, Jet Engine school Honor student, Vietnam era veteran. NCOIC T-58 Overhaul shop.
Honorable Discharge

Technical Skills

- Microsoft server 2003, 2008, 2000
- Microsoft Xp , Vista
- Microsoft Exchange
- Cisco Pix, ASA and routers
- Pineapp
- Barracuda
- MS Office Suite
- Linux
- Novell Certified
- AT&T Certified Fiber Optics
- Numerous Desktop Applications

Consultant References – Joseph L. Hennenfent

Reference 1:

Reference's Name(s), Titles, Organization	Frank Vanek, Quest Education Corporation
Address	1400 Hembree Road, Suite 100 Roswell, GA 30076
Phone Number(s)	(770) 510-2000
Description of Work Performed for this Reference	Network systems Manager
Dates of Work Performed for this Reference	1998-August 2001

Additional references may be provided upon request.

KLC Consulting, Inc.

Description of Capabilities (Response to RFP Section 5.3.3)

The following pages include *KLC Consulting, Inc.*'s description of corporate capabilities

The following is *KLC Consulting, Inc.*'s description of corporate capabilities that will satisfy the requirements of the RFP.

KLC Consulting, Inc. is a locally owned and operated business Incorporated in August 1999. Keith Cricks, will be our focal point for account management and vendor relationship activities, and will be our first point of contact to provide a quick response to your needs. Keith has nearly 25 years of Account Management, communication and service experience with the State of Florida and its Agencies. Keith will also be responsible for understanding your overall business goals and strategic initiatives so that *KLC* has an effective organization and processes in place to provide response to your needs. We have a qualified and dedicated team local to Tallahassee Florida to meet your needs in an expedient manner. Keith is accessible by (1) office phone, (850) 894-1952 with voice mail, (2) cellular phone, (412) 613-1906 or (3) e-mail.

KLC Consulting, Inc. provides integrated computing solutions for clients with a focus on Public Sector. Our products and services include customized software applications as well as network/database design and integration. *KLC* offers a full range of services such as; applications programming and project life cycle development, project management, strategic consulting, quality assurance, network/telephony, training, and end-user/technical support. *KLC*'s commitment to industry standards, advanced training, and ongoing research complements the hands-on expertise gained through our many successful projects. Currently *KLC Consulting, Inc.* is pre-qualified under the State of Florida Terms Contract # 973-561-10-1 to provide all disciplines and categories of services for "IT Consulting Services".

We have performed services similar to those required by your RFP to many clients over the past ten years. A short list of several local clients with descriptions and dates of services provided is as follows:

Client / Dates	Services Provided	Environments/Architecture/Responsibilities
State of Florida, Department of Children and Families (August 1999 to Present)	<ul style="list-style-type: none">• Technical Support,• Systems and Applications Programming,• System and Applications Design,• Technical Analysis,• System and Product Training• Business Analysis,• Product, Applications, and System Support	<ul style="list-style-type: none">• Maintained SNA, T1, Frame-Relay and TC/IP, HTTP, SOAP, and X25 Networks• Maintained DB2, IMS, Oracle and SQL-Server Databases• Assisted with maintaining Mainframe Midrange, LANs and PCs.• Maintained Windows Based LANS to include Business Server 2003, MS Exchange.• Installed and maintained different vendor PCs Hardware (Dell, Toshiba, etc..),• Installed and maintained miscellaneous peripheral equipment of all kinds (Printers, scanners, etc...)

KLC Consulting, Inc.

		<ul style="list-style-type: none"> • Installed and maintained System and COTS Software such as MS Office 2003/2007. • Designed, developed and maintained Web browser based Applications (to include Imaging Systems). • Installed and maintained systems software.
State of Florida, Department of Education (July 1996 to Present)	<ul style="list-style-type: none"> • Technical Support, • Systems and Applications Programming, • System and Applications Design, • Technical Analysis, • System and Product Training • Business Analysis, • Product, Applications, and System Support 	<ul style="list-style-type: none"> • TC/IP and SNA Networks • DB2, Cache, and SQL-Server Databases • Mainframe Midrange, LANs and PCs. • Windows Based LANS to include Business Server 2003, MS Exchange. • Worked with miscellaneous PC's and hardware, • Worked with MS Office 2003/2007. • Designed, developed and maintained Web browser based Applications • Installed and maintained systems software.
State of Florida, Department of Health	<ul style="list-style-type: none"> • Technical Support, • Systems and Applications Programming, • System and Applications Design, • Technical Analysis, • Business Analysis, • Product, Applications, and System Support 	<ul style="list-style-type: none"> • Worked with SDLC, T1, Frame-Relay and TC/IP Networks • Maintained SQL-Server and Cache Databases • Worked with LANs and PCs. • Maintained Windows Based LANS to include Business Server 2003, MS Exchange. • Installed and maintained different vendor PCs, • Installed and maintained miscellaneous peripheral equipment of all kinds (Printers, scanners, etc...) • Maintained System and COTS Software such as MS Office 2003/2007. • Designed, developed and maintained Web browser based Applications.
State of Florida, Department Of Revenue (July 2005 to Present)	<ul style="list-style-type: none"> • Technical Support, • Systems and Applications Programming, • System and Applications Design, • Technical Analysis, • System and Product Training • Business Analysis, • Product, Applications, and System Support 	<ul style="list-style-type: none"> • Maintained TC/IP Networks • Oracle and SQL-Server Databases • Assisted with maintaining Mainframe Midrange, LANs and PCs. • Maintained Windows Based LANS. • Installed and maintained System and COTS Software • Designed, developed and maintained Web browser based Applications. • Installed and maintained systems software. • Performed Database Maintenance (SQL-Server, Oracle)
State of Florida, Department Of Financial Services (July 2006 to Present)	<ul style="list-style-type: none"> • Systems and Applications Programming, • System and Applications Design, • Technical Analysis, • System and Product Training • Business Analysis, • Product, Applications, and System Support 	<ul style="list-style-type: none"> • Maintained TC/IP Networks • DB2, and SQL-Server Databases • Assisted with maintaining LANs and PCs. • Maintained Windows Based LANS to include Business Server 2003, MS Exchange. • Installed and maintained different vendor PCs Hardware. • Installed and maintained miscellaneous peripheral equipment • Installed and maintained System and COTS Software. • Designed, developed and maintained Web browser based Applications.

KLC Consulting, Inc.

		<ul style="list-style-type: none"> • Installed and maintained systems software. • Performed Database Maintenance (SQL-Server, Oracle, and DB2)
State of Florida, Northwood Shared Resource Center (July 2009 to Present)	<ul style="list-style-type: none"> • Technical Support, • Systems and Applications Programming, • System and Applications Design, • Technical Analysis, • Business Analysis, • Product, Applications, and System Support 	<ul style="list-style-type: none"> • Maintained SDLC, T1, Frame-Relay and TC/IP Networks • Assisted with maintaining Mainframe Midrange, LANs and PCs. • Maintained Windows Based LANS to include Business Server 2003, MS Exchange. • Installed and maintained different vendor PCs Hardware. • Installed and maintained miscellaneous peripheral equipment of all kinds (Printers, scanners, etc...) • Installed and maintained System and COTS Software such as MS Office 2003/2007. • Designed, developed and maintained Web browser based Applications (to include Imaging Systems). • Installed and maintained Windows Based Systems software. • Performed Database Maintenance (SQL-Server, Oracle, IMS, and DB2)

In addition to the above, *KLC Consulting, Inc.* has a corporate infrastructure which includes an architecture and environment very similar to the CCOC. We currently use and maintain a Microsoft Windows based **Small Business Server 2003 and MS Exchange** accessed remotely at client sites by all our employees. Our staff has a wide variation of PCs and laptops from which they obtain remote access to our exchange server over the internet. We also have capability for staff to work other applications remotely off of our LAN. We rely heavily on various version of MS Office to include Office 2003 and 2007. We are very proficient with **MS Excel** and have the ability to develop intricate spreadsheets and train on the use of the same.

The above shows our familiarity with supporting a network, hardware, and software environment similar to your system. We also understand the need and have performed training under similar systems for our own staff and other clients as stated above. Our experienced staff provides for a solid foundation for understanding and incorporating “Best Practices” into our processes. We feel we have a good understanding for many of the problems which may arise in such an environment and have come to know techniques to best handle most of them.

KLC Consulting, Inc.

Corporate References (Response to RFP Section 5.3.4)

The following pages include *KLC Consulting, Inc.*'s corporate references where *KLC Consulting, Inc.* has performed similar work as required by the RFP.

Corporate Reference 1:

Name	David G. Warfel,
Title	Executive Director, State of Florida, Northwood Shared Resource Center
Phone	850-922-6347
Email ID	David_Warfel@NSRC.Myflorida.Com
Address	1940 North Monroe Street Northwood Center, Suite 80 Tallahassee, FL 32399-0710
Dates of Similar Services Provided	January 2006 through Present

Corporate Reference 2:

Name	Greg Giese,
Title	Manager – Special Projects, State of Florida, Department of Education
Phone	850-245-9310
Email ID	Greg_Giese@fldoe.org
Address	325 West Gaines Street, Tallahassee, FL 32399
Dates of Similar Services Provided	August 1999 through Present

Corporate Reference 3:

Name	Debbie Owens,
Title	Systems Project Administrator, State of Florida, Department of Children and Families
Phone	(850) 921-5570 SunCom 291-5570 Cell (850) 544-3428 Fax (850) 414-1519
Email ID	Debbie_Owens@dcf.state.fl.us
Address	1940 N. Monroe Street, Suite 87 Tallahassee, FL 32303
Dates of Similar Services Provided	July 2007 to Current

KLC Consulting, Inc.

No Litigation During Past 5 Years (Response to RFP Section 5.3.6)

KLC Consulting, Inc.'s has not had any litigation during the past 5 years involving us or any person listed in our response relating to professional services. Nor have any grievances been filed within the last 5 years against us or any person listed in our response with any regulatory or judicial body.