JDE Computer Staffing, Inc.

Response to Oneida County
RPF 2024-397

Information Technology Professional Services

September 16, 2024

JDE Computer Staffing, Inc.
P.O. Box 314 Whitesboro, NY 13492 Phone   315-725-4456

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JDE Computer Staffing, Inc.
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I. Introduction

JDE Computer Staffing (*JDE-CS*) is pleased to respond to Oneida County's RFP 2018-222 for Network Engineering Services. Our results-oriented, experienced staff allows us the diversity to bring the orders of magnitude required to service your extensive organization.

Since 2005, our organization has successfully served in this role for Oneida County. The most recent RPF was awarded in 2018 to our organization Integrated Strategic Systems. Two years ago, we shifted focus to our upstate NY organization JDE Computer Staffing, Inc.

JDE-CS has enjoyed being the incumbent for providing IT and Network Engineering Services for Oneida County since 2005. In that timeframe, our team is not only extremely familiar with the County I/T Infrastructure but has played a major role in its current architecture installation, deployment and its ongoing support.

In addition to the extensive services provided for Oneida County since 2005, *JDE-CS* has a demonstrated background in providing I/T services for both for an extensive client list in both private industry and government.

JDE-CS has extensive knowledge in the deployment and support of:
* Firewall Protection
* Spam and Web Filtering (Including the installation and support of Marshall 8E6 technology)
* Email services and archiving
* Network Server Configuration and support
* Data Storage, utilization, integrity support and best practices implementation
* Data center configuration
* Network architecture and configurations
* Configuration and support of Mobile and personal productivity devices (Notebook/IPAD)

JDE-CS has successfully supported a multitude of various network infrastructures but has also deployed a range of best practices to the benefit of our many customers. We have assisted in the development of data center procedures to include daily and weekly routines to ensure information technology integrity. We have produced, deployed and enhanced Disaster Recovery Initiatives, Enterprise Resource Planning (ERP) systems. Our staffing service offering has allowed us to build software development teams and solutions to meet the requirements for the development or support of custom business systems.

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This document hopes to illustrate our ability to deploy appropriate resources to provide strong systems solutions and implementation to supplement and serve Oneida County's supplementary I/T needs. We are proud to be a vendor in good standing providing Information Technology resources and solutions for Oneida County for almost 20 years. We are most grateful for the continued, long, mutually beneficial relationship with Oneida County.

II. JDE-CS Workflow Approach

A. Special Projects Estimation

When considering the cost and estimation of special projects, *JDE-CS* deploys a business practice in the development of a **"Statement of Work"**. This consists of a Business Analyst or Network Engineer, (or combination of resources) working with management to define at a high level, the project goals, objectives, timeframes, and all pertinent elements to satisfy the needs of the project. The *JDE-CS* team will then develop a "**Detail Project Plan**" with estimated costs for labor, hardware or other elements related to project deployment. The estimated number of hours required to develop these documents are solely based on the scope of the individual project. After initial discussions of project scope, *JDE-CS* will provide an estimate of required hours to produce the Statement of Work. If all agree that the **Statement of Work** is approved, *JDE-CS* will estimate the hours to develop a *Detail Project Plan*.

B. Routine Maintenance Tasks

JDE-CS will work with the Oneida County Management to determine the requirements and scope of regular I/T Maintenance functions. If not currently defined with a working system in place, *JDE-CS* can perform a computer needs assessment to determine such activity. The scheduling of such tasks will be appointed in the *JDE-CS* Weekly schedule and accomplished as scheduled.

C. Emergency Support

JDE-CS will provide the customer with Cell Phone and Email contact information for emergency response. We will work with management to determine severity and respond accordingly. As *JDE-CS* is based and serves Central NY, customer emergency response is of the highest order when servicing our clients.

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III. Employee Procurement

JDE Computer Staffing, Inc and its payroll provider *Express Employment Services, Inc.* (also locally owned) have developed and established a solid working relationship to meet the needs of this project. JDE Computer/Express Services has effectively worked to:

1. Identify and pre-screen all candidates.
2. Perform the necessary criminal back-ground checks to maintain Oneida County data integrity for all records that are processed.
3. Perform the necessary drug test screening and reference checking to further validate employee integrity.
4. Manage the day-to-day workflow of all Laser Fiche Leaders/Specialists in the various County Departments to ensure quality delivery and production performance.
5. Track all performance hours daily with the development of corresponding timesheets which are confirmed and authorized by Oneida County Personnel.
6. Perform all payroll functions, and governmental reporting
7. Generate weekly invoices which correspond directly with the approved timesheet insuring a validated, Oneida County Invoice process from *JDE Computer Staffing, Inc.*

The long-standing relationship *JDE Computer/Express Services* provides the perfect combination which utilizes each firms' strengths to quickly react to any challenges and expand (or compress) the workforce needs as deemed by Oneida County.   Moreover, while the County deals solely and directly with *JDE-CS* for all issues, they receive the highly cost-effective benefit from the layered talents and specialized resources of both firms.

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IV. Key Personnel

JDE-CS has identified the following "Key" individuals that may be utilized in support of Oneida County's IT Networking and Engineering Services:

1. Patricia Cerio   Project Leader – Trainor MS Product Suite
2. John Dunay   Cisco Specialist – Configuration Engineer
3. Joseph Elacqua   Account Manager – Resource Deployment
4. Jason Massey   Senior I/T Network Engineer
5. Philip Murphree   Senior I/T Network Engineer
6. James Ryan   Business Analyst – Project Manager
7. Sandra Smith   I/T Network Engineer
8. Cynthia Stafford   I/T Network Engineer
9. Ludwig "Art" Wallner   Business Analyst – Project Manager

JDE-CS recognizes that the County currently employs a "Helpdesk" for all I/T issues for 1st and 2nd level support. (IE. Printer/Desktop Support). *JDE-CS* could easily deploy such resources (Technicians and Cablers) for supplementation as required. Such resources would not be identified as Key Personnel.

Moreover, depending upon the project requirements, *JDE-CS* has deployed a host of Database Programmers/Application Engineers (i.e. Todd Davenport, Sue Riddell, Nancy DeBottis, etc.), to meet specific project needs. Such credentials would be supplied as a component of each individual project plan.

Also it must be noted that JDE-CS also provides all the staffing needs for the Oneida County Laserfiche Project which represent approximately 15 additional resources.

See **Appendix A. *JDE-CS* Resource Credentials**

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V. Service Categories and Hourly Rates

JDE-CS has worked at Oneida County providing the following resources required to serve the County IT and Network Service's needs and requirements:

   A. Technician/Cabler
   B. Desktop/Printer Support
   C. IT/Network Engineer

The current hourly rate for all the above skillsets at **93.00 per hour**.

In addition to those specified resources, throughout the many years, *JDE-CS* has also provided the following additional skillsets:

   D. Business Analyst
      This resource would work with management to determine the requirements and scope of special projects and develop and approve "Statements of Work" and "Detail Project Plans". This resource usually has limited involvement with the overall project but is most essential in building the foundation for successful implementation.

   E. Project Manager
      This resource (sometimes the same as the Business/Analyst) will work with management and all *JDE-CS* resources to enforce the Detail Project Plan to insure smooth systems implementation.

The current hourly rate was established for all the above skillsets at **104.00 per hour**.

   F. SQL Engineering / Database Programmer / Application Support Engineer
      JDE-CS has provided this resource and the hourly rate for such resources will vary depending upon the technology being utilized. When embarking on such specialized tasks, *JDE-CS* would utilize a formalized **Statement of Work** (see page 4) where all associated costs for such efforts are defined and approved prior to and such project commencement.

The current hourly rates for such services range between **$130.00 to $145.00 per hour** depending on the statement of work scope of effort.

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The above hourly rates represent a fully burdened rate which includes the following:

      A. Advertising Recruitment
      B. Employment Verification
      C. Employee Background Check
      D. Employee Drug Screening
      E. General Liability Insurance
      F. Worker's Compensation Insurance
      G. FUTA/SUTA Unemployment Insurance
      H. Skills Testing
      I. Weekly Payroll Processing
      J. Monthly Invoicing to Client

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VI. *JDE-CS* Corporate References

Presently, our business is strong, capable and ready to meet the emerging Information Technology needs of your organization. We serve several medium to large businesses and are confident that we can meet any challenge that your organizations may present. The following represents a sample set of valued, most currently served clients, and the contact information for referential purposes.

Mr. Michael Gigliotti - President
Allied American Abstract Co.
181 Genesee St Suite 602
mgigliotti@allied-american.com
Utica, New York 13502
(315) 733-0636

Mr. Anthony Laria - Infrastructure Business Unit Manager
NYCM Insurance
1899 Central Plaza East
Edmeston, NY 13335-0336
(315) 240-6761

Mr. Jonathan Owens - Chief Deputy - Oneida County Sheriff
6065 Judd Rd.
Oriskany, NY 13424
jgOwens@oneidacountysheriff.us
(315) 765-2297

Mr. Steve Southwell – Director of Information Technology
Mohawk Valley Community Action Agency
9882 River Road
Utica, New York 13502
ssouthwell@MVCAA.com
(315) 794-7182

Mr. Richard Viti - President & CEO
Ohio Baking Enterprises
900 Oswego Street
Utica, New York 13501
rpviti@spanosbakery.com
(315) 794-5023

VII. JDE Computer Staffing Corporate Outline

    A. Full Legal Name   **JDE Computer Staffing, Inc.**
    B. Management Overview   See Below
    C. Year Company Organized **2005**
    D. Number of Employees   **Approximately 25**

JDE Computer Staffing, Inc was founded in 2005 by Joseph Elacqua, and provides systems solutions for all facets of Information Technology. We are based in Central New York and serve clients who are primarily located in the greater Syracuse/Utica/Rome area. Currently *JDE-CS* employs about 25 Information Technology Professionals, all of whom reside in Central New York, the majority of which reside in Oneida County.

JDE-CS has a strong record for delivering high quality, results oriented, Information Technology resources & solutions. Specifically focused on Information Technology for almost 20 years, our contacts are vast and specific to Central New York

JDE Computer Staffing provides systems solutions for all facets of Information Technology. We are based in Central New York and serve clients who are primarily located in the greater Syracuse/Utica/Rome, New York area.

We are solutions providers for all facets of Information Technology. We have demonstrated expertise in providing:

    1. Information Technology Staffing Solutions
    2. Systems Integration/Help Desk & Desktop Support Solutions
    3. Software Implementation Solutions

        Our focus is Information Technology Professionals
          Our client base is Central New York

VII. JDE Computer Staffing Corporate Biography (Continued)

We have worked with all technologies – from the most recent web based, database, leading edge products to the older standard legacy systems. Utilizing industry standard "best practices", we take pride in understanding our clients' needs and requirements and work aggressively to utilize our extensive resources providing timely, cost effective, Information Technology solutions.

1. I/T Staffing Solutions
2. Systems Assessment
3. Systems Integration/Help Desk & Desktop Support Solutions
4. Network Systems Engineering / Configuration – Best Practices
5. IT Project Management
6. Software Implementation Solutions / Staffing Solutions
7. Web Development & e-Commerce Solutions
8. ERP systems implementation
9. Policies and Procedures

Most notably, we specialize in the deployment of quality professional resources towards targeting full support and integration of a wide range of I/T solutions and systems implementation. Proficient in all areas of computer network and systems support, *JDE-CS* has deployed a range of best practices to the benefit of our many customers. We have assisted in the development of data center procedures to include daily and weekly routines ensuring information technology integrity. We have produced, deployed and enhanced Disaster Recovery Initiatives, Enterprise Resource Planning (ERP) systems, and a host of our customer's unique software needs. JDE Computer Staffing allows for flexibility in the identification and deployment of software development teams or resources with unique skill sets. This translates directly to cost effective implementation – "the right person for the job".

VIII. JDE Computer Staffing Geographic Reach

JDE-CS is based in Central New York and serves clients who are primarily located in the greater Syracuse/Utica/Rome area. Currently *JDE-CS* employs about 20 Information Technology Professionals, all of whom reside in Central New York.

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IX. Executive Summary

JDE Computer Staffing is pleased to have established the current successful model for working with the Oneida County Information Technology team and meeting its supplemental I/T services needs.

We have enjoyed a long, mutually beneficial relationship with Oneida County Government and expect to continue and fortify our already strong, existing relationship.

X. RFP Negotiation Authorization

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name:	Joseph D. Elacqua	Title:	President
Signature:		Date:	8/12/2024
Name:		Title:	
Signature:		Date:	

Signature of Authorized Officer:

Name:	Joseph D. Elacqua	Title:	President
Signature:		Date:	8/12/2024

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XI Required Exhibit 1 Signed Documents.

The following Table lists the required signed documents for this Oneida County RFP. The Signed Documents were sent via email with this document under the name RFP 2024-397 JDE-CS Exhibit 1 Signed Documents.

1. Exhibit A Public Contract Non-Collusion Statement
2. Exhibit B Compliance with Iran Divestment Act
3. Exhibit C Contractor Recycling Certification
4. Exhibit D Prohibition of tropical hardwoods
5. Exhibit E Offeror's Statement on Sexual Harassment

XII. Appendix A. JDE-CS Resource Credentials

The following contains the resumes of the support staff that are currently utilized within the *JDE-CS* base of clients. It is a representative sample of the individuals that perform tasks for *JDE-CS* on a regular basis, and the detail of the skill sets that are readily available to our valued customer base.

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<u>John Dunay</u>
JDE Computer Staffing, Inc.

- John has been part of the JDE Computer team for 10+ years.
- Extremely knowledgeable, and resourceful problem solver
- Functions at a detail technical level in providing solutions
- Communicates exceptionally well with all levels of management
- Very professional, inspires a great deal of confidence – works tremendously independently or as part of a team.
- John has worked at a very Senior level on a host of systems protocols and operating systems providing solid systems solutions
- Results oriented performance in:
  o Wireless access design and deployment
  o CISCO SYSTEMS EXPERT
  o Hand held systems technology and deployment
  o Multiple flavors of systems performance resolution and enhancement
  o A host of other numerous problem resolutions

John is extremely bright, easy to work with and a consistant solutions provider.

Information Technology Enterprise Services
Provide enterprise IT planning, design, configuration and implementation that specializes in industrial and production spaces.

- Security Evaluations and Assessments
  - Security implementation, firewall installation and hardening.
  - Intrusion detection to protect against service and intellectual property theft or similar vulnerabilities.

- Voice over Internet or VoIP
  - Assess voice vulnerability position.
  - Voice design and hardening against intrusion.
  - Ensure successful voice deployments.

- Internet Technologies Deployment
  - Provide consultation for industry "best practices" to strengthen security stance.
  - Insure secure and successful online technology efforts.
  - Provide assistance to combat spam, phishing and other Internet schemes.
  - Secure internet connections and deployment.

- Secure Business Computer Communications
  - Provide secure site to site computer communications or VPN.

- Secure remote access solutions to enable access to internal resources.

- IT equipment recommendations, acquisition, and deployment.
  - Implement business computer services and software solutions.
  - Assist with equipment requirements and purchasing.

- Network Planning, Deployment and Implementation
          Deployment in industrial and commercial spaces.
  - VLAN design and integration.
  - Wireless integration.
  - Security integration.
  - Migration, integration and transition to new infrastructure technologies.
  - Secure MPLS design and integration.

- Wireless Planning, Deployment and Implementation
  - Wireless deployment in industrial and commercial spaces.
  - Secure wireless guest deployment.
  - Vender wireless separation.
  - Client device configuration assistance.

- Troubleshooting
  - Application level debugging and problem determination.
  - Critical response, 24/7 availability for business down problem resolution.
  - Physical through application layer problem isolation and resolution.
  - Provide advanced protocol analysis.

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Patricia Cerio
PROFESSIONAL SUMMARY

Seasoned I/T professional with years of proven successful implementation and training in desktop applications. Well organized, professional demeanor with strong written, verbal and demonstration skills. Experienced in a multitude of technical capacities from Help Desk Support, Business Analyst, Software Support, Implementation Consultant, and Project Management. A strong emphasis on the development and implementation of formal training classes on all aspects of the MS Office Suite of products (Word, Excel, Access, PowerPoint), as well as Office 365, MS Teams, OneDrive, Laserfiche, and Expedience Software.

A results-oriented, self-motivated, team player who welcomes the challenge to learn new software programs and assist others in enhancing their skills to reach their optimal productivity and proficiency.

PROFESSIONAL EXPERIENCE

JDE Computer Staffing   2007 – Present/As Needed
Software Implementation/Training Specialist/Systems Analyst

While working with JDE, I have had the pleasure of working with clients throughout Upstate New York and have provided services from Technical Support Specialist, Documentation Specialist, Database Developer, Corporate Trainer, and Instructional Designer. A few examples of some of the services I have provided for JDE clients are:

- Temporary Project Manager of a team of 10 individuals while the company searched for a permanent replacement.
- During this time, I developed a tracking system of inventory completed and what remained on a daily basis. Developed a team in/out process to track coverage on a daily basis. Created a custom Gantt chart to keep track of progress and held weekly meetings with key staff to stay on top of the project.
- Corporate Trainer to assist in the implementation of the move to cloud technology with Microsoft Outlook. During this time, custom classes were developed along with documentation. Training videos were developed with Camtasia for future reference. Laminated "cheat sheets" were also developed for each version of Microsoft Office Suite. Once the Outlook implementation was completed, I was asked to continue this project for MS Excel, MS Word, PowerPoint, OneDrive, and MS Teams.

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EXPEDIENCE SOFTWARE LLC   4/2022 – 2/2023
Implementation Specialist

This position required learning their custom software application and provide remote implementation, training, and support to clients throughout the U.S., Canada, Netherlands, and U.K. I also responded to customer support tickets utilizing the ZoHo platform.

I was also a guest speaker at the 2022 Women's Virtual Summit for the APMP (Association of Proposal Management Professionals). This is a professional development event geared towards offering personal advice to other women in the workforce who might have experienced similar situations in business. These sessions were attended by individuals throughout multiple time zones.

ONEIDA COUNTY DISTRICT ATTORNEY'S OFFICE 1/2016 – 1/2017
Prosecution Information Technology Specialist

During my time at the DA's office, I provided training and support of the LaserFiche (electronic document storage system) application. This program was important to the ADA staff for retrieving documents requested anytime by the judge during a trial. I assisted the District Attorney during a homicide trial by utilizing courtroom technology to provide photo/video evidence.
In addition to providing technical assistance to investigators with video surveillance equipment, I have also developed several custom database applications.

MADISON-ONEIDA BOCES   10/2013 – 1/2016
Computer Specialist – Training

This position required software training and support for ten area school districts throughout Oneida and Lewis counties. I supported and trained users on both MAC and Windows operating systems, Microsoft Office suite of applications, as well as LaserFiche (a scanning/retrieval database program), and BoardDocs (a software package for school board minutes). I also developed and supported custom Access database programs on request. Custom curriculum was developed for all classes of instruction, as well as instructional videos. Custom classes were held either onsite or remotely. I was also available for individual instruction and for specific project development.

ONEIDA LTD., ONEIDA, NEW YORK   6/2007 - 4/2013
Application Development & Support Analyst/
Human Resources Training Coordinator

While employed at Oneida Ltd., I was responsible for the coordination and delivery of customized in-house and remote staff training for 450 users. Since the company was ultimately being merged with another, and almost all of the remaining staff would be out of a job, I was brought in to develop their software skills that would assist in their ability to find meaningful employment after they were a layoff.

With the assistance of our I/T department, I developed and was webmaster of the corporate Intranet allowing staff to connect remotely. We had off-sites in Savannah, GA, U.K., Mexico, China, as well as sales staff who were located throughout the United States. I created a committee utilizing an individual in each department for their input of content. I also developed a custom employee database that allowed staff to be searched by department, title, or location.

I was made Editor-in-Chief of our global corporate newsletter. This was a quarterly newsletter that was available on the Intranet and was a wonderful way of keeping employees involved in what was going on not only with the company but gave kudos for a job well done, birth of a child/grandchild, or other fun news.

In 2011, I was promoted to Application Development Specialist and transferred to our Information Technology department. There I was asked to develop a custom attendance tracking database for our Savannah location. I was also on a research team with our Food Service staff to find a Contact Resource Management tool. We ultimately decided on Salesforce.com and, along with a colleague, we were the implementation/support team. I completed a course for Salesforce.com administrator and was the lead support person to the sales staff. I was flown to Florida for a meeting with approximately 125 sales staff to provide initial rollout and training for the application; after which remote continuous training was held.

PROFESSIONAL AFFILIATIONS

- NYS Certified Women Business Enterprise
- New Hartford Chamber of Commerce
- The Business Training Institute

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Jason Massey

Qualifications

- ❖ 10 years of customer service experience ranging from retail sales to one-on-one training.
- ❖ 15 years computer repair and installation experience including hardware repair and setup and software installation and troubleshooting.
- ❖ 10 years experience in website planning, development and maintenance.
- ❖ Experience identifying a problem, developing a unique troubleshooting process and following through until the problem has been solved.
- ❖ Self-motivated individual who has a constant desire to complete the finest work possible in the most efficient manner.

Technical Expertise

Software   Adobe Photoshop, Adobe GoLive CS, Adobe Illustrator, Macromedia Dreamweaver, Macromedia Flash, Microsoft Office Suite, QuarkXpress.
Systems   MS-DOS, Windows 3.11 for Workgroups, Windows 95, 96, 200, ME, XP, Vista.
Hardware   Motherboards, Memory, Graphics Cards, Expansion Cards, Network Cards, Harddrives, Peripherals, Routers/Switches, Modems.
Concepts   Website Design and Management, Database Design and Management, Technical Writing, Technical Training.

Professional Experience

JDE Computer Staffing, Inc.
SR Network Engineer   2011 – Present

- Directs network, hardware and software integration activities for all JDE-CS customer base.
- Actively participates in design and implementation of upgrades and new technologies.
- Develops and documents policies and procedures for customer base to including customers with regulatory compliance needs.
- Leads team members in day-to-day helpdesk support and long-term customer-based project managed activities.
- Designs and manages budgets for customer project implementations.
- Manages scheduling needs for many customers using JDE-CS team resources.

Jason Massey

JDE Computer Staffing, Inc
IT / Helpdesk Professional   2008 – Present
Manage a helpdesk for a 50 plus employee government engineering and consulting firm as well as perform network and hardware maintenance, employee education and training, and asset inventory tracking and maintenance.

- ❖ Investigated existing asset inventory tracking process, and redesigned to be more efficient and more technology-dependant, including building a folder hierarchy with explicit permissions limiting access of employee inventories to only those who were responsible for them. Currently developing and preparing to test a Microsoft Access application built to ease the asset recording and tracking process for both the HelpDesk and for the directors responsible for yearly employee asset reviews.
- ❖ Developed an easier method for preparing loaner laptops by preparing a laptop once and preparing a ghost image that will be restored when the laptop is returned, greatly cutting the amount of time restoring loaner laptops to their proper condition.
- ❖ Developed several instructional documents detailing common NYSTEC IT procedures which are used by NYSTEC employees to troubleshoot problems before turning to the HelpDesk.
- ❖ Maintained the New York State Regional Planning Committees website, making timely changes multiple times a month when requested.

Wavecomm Gr. LLC, Utica, NY   2007-2008
Performed installations, upgrades, and service calls as a subcontractor for Time Warner Cable.

- ❖ Experienced several different customer service scenarios each day, constantly adapting to meet the customer's requests and needs.
- ❖ Responsible for tracking and maintaining equipment inventory weekly and installation materials daily.
- ❖ Required to plan a daily route of 8 to 10 installs, upgrades and trouble calls daily, ensuring that the jobs were started within the given time frame with enough time to complete the jobs at the highest quality while also being the most cost efficient as a personal vehicle and gas were used.
- ❖ Responsible for performing 2 to 3 commercial installations and upgrades weekly which required additional hours and often times more complicated installation techniques.

Jason Massey

Oneida Indian High Stakes Bingo at Turning Stone Resort and Casino
2002-2007

Performed sales to over 1000 customers each day, ensured counter and floor cashiers were kept stocked with materials to sell and that at the end of their sales session their money collected matched the amount they sold for the session.

❖ Performed counter sales and floor sales, being responsible at both positions for maintaining a materials inventory as well as handling up to $5000 worth of transactions a day.

❖ Worked with varying customer personalities and skill levels, often taking time to train an unfamiliar customer while still making sales to other customers.

❖ Accountable for as much as $100,000 daily while managing the money accumulated from counter and floor sales.

❖ Responsible for paying out up to $25,000 in winnings daily to customers.

Education

Mohawk Valley Community College

Completed 50 credit hours in Website Design and Management and 10 credit hours in Graphic Design.

Philip Murphree

Summary of Qualifications

Over 24 years of computer support to include LAN/WAN design, integration, maintenance, troubleshooting, SQL, C, C++ programming and security implementations. Performs in many project leadership roles with over 13 years of direct management experience. Demonstrates excellent communication skills and the exceptional ability to work with upper management and other team members.

Hardware Synopsis

Compaq Alpha Servers, HP Servers, Sun Microsystems Enterprise Servers and Workstations, Motorola FX series systems, Cisco PIX, ASA, routers and switches, NetApp and HP SAN, NetGear, Netopia and Ascend ISDN routers and remote access products, 3Com and HP hubs and switches, Lucent G3 and Meridian Option 11C with Meridian Voice Mail telephone switches, APC UPS. WatchGuard, CheckPoint, Gauntlet firewalls.

Software Technologies

Microsoft Windows, Exchange Server, SQL Server, Terminal Server, SMS, Proxy, IIS, Citrix WinFrame/MetaFrame, Remedy Action Request Server, Visio, Sun Solaris 2.6/2.8, HP-UX, AIX, RedHat and SUSE Linux, Sendmail, SCO MMDF, Apache, HTMS, Perl scripts, BIND, NFS, Samba, VPN, RightFax, ArcServe, IPX/SPX, TCP/IP, X.25, Ethernet, Token Ring, NetWare 3.x/4.x.

Experience
JDE Computer Staffing, Inc.
Director of Information Technology,   March 2008-Present

- Directs network, hardware and software integration activities for all JDE-CS customer base.
- Actively participates in design and implementation of upgrades and new technologies.
- Develops and documents policies and procedures for customer base to including customers with regulatory compliance needs.
- Leads team members in day-to-day helpdesk support and long-term customer based project managed activities.
- Designs and manages budgets for customer project implementations.
- Manages scheduling needs for many customers using JDE-CS's team resources.

Philip Murphree

Brookfield Power (Orion Power New York)
Manager of Information Technology,   October 2000-Sept 2007

- Creates and expands historical reporting system spanning 8 Microsoft SQL Servers. Provides data to Marketing and Planning on a 5-minute basis. Displays web based custom reports to users with variety of program languages. Code consists of approx. 300K lines.
- Plans and executes all network hardware and software upgrades to include PIX to ASA migration, Microsoft to Oracle database migration and various Server and OS upgrades.
- Develops and documents redundant backup site, policies and procedures for compliance with the North American Electric Reliability Council (NERC), participated in preparation of policies and procedures for compliance with Sarbanes-Oxley requirements.
- Leads 4 direct reports and various contractors in expansion of administrative and operations LAN/WAN.
- Manages Information Technology budget averaging $1 million.
- Project manages SCADA upgrade for operations network working with various in house departments and two vendors.

Network Engineering, Inc
Senior Systems Engineer   November 1998 – November 2000
- Executes full service professional support for internal and customer based network operations. Performs all functions of network integration and security for small and large scale project to include network and business process evaluations, proposal creation and delivery, implementation and documentation of LAN/WAN hardware and software with formal and informal training as appropriate.
- Re-writes and manages updates to field and internal engineering procedure for hardware specific platforms to include Motorola FX series fault tolerant systems, Sun Microsystems Server platforms, OST ECOM X.25 switches and Cisco routers.
- Provides training for new employees on helpdesk procedures and the use of the helpdesk tracking system written by Remedy Action Request Server on Microsoft SQL 6.5 and 7.0.
- Manages up to 15 direct reports including off-site personnel. Develops relationships and negotiates agreements with technical placement firms for the recruitment of new employees.
- Provides for retention through regular performance review and salary adjustments. Develops schedules, project timelines and assigned tasks for individuals based on merit and skill sets.
- Determines in-house and out-sourced training requirements to promote company objectives for customer support.
- Maintains Global Support Procedures describing initial customer contact, 3rd party engineering contacts and global shipping instructions for 24x7 customer helpdesk.
- Establishes and continues business relationships with 3rd party vendors for the contact and escalation of temporary on-site engineers throughout the United States and Central America.
- Assists with planning and documentation process for the acquisition of ISO 9000 certification.

Philip Murphree

Onramp Technologies, Inc (Verio, Inc)
I/T Manager – Sr Systems Engineer   May 1998 - November 1998

- Responsible for 15 web hosting servers supporting hundreds of customers with access to SQL Server 6.5. Provides capacity planning, backend server maintenance, disaster recovery, and website development.
- Supports co-located customers on an as needed basis on wide variety of NT and UNIX based systems
- Performs many customer projects from installation to remote monitoring of Internet related services.
- Manages internal network and telecommunications department with 5 direct reports. Responsible for setup and maintenance of end user workstations and server infrastructure.
- Manages on-site Customer Consulting Services with a 3 engineer staff.
- Maintains appearance of National Backbone POP and assists with infrastructure planning.

Answersoft, Inc
Systems Manager / Network Admin.   May 1997 – May 1998

- Manages LAN for corporate office consisting of approx. 100 clients, 13 NT Servers in 2 separate domains, 5 NetWare Servers and 1 SCO UNIX Server. A Shiva LanRover/E Remote Access Server supplies dial-up access for approx. 15 remote laptops. Several 3COM, SysKonnect and HP hubs supply a 100 Mb backbone with 10Mb to the desktop. Cisco 2500 series routers are used to segment client computers running TCP/IP and IPX/SPX. Lucent G3, Nortel Meridian-1 and Siemens PBXs are used for telephony development.
- Coordinates with CFO for the acquisition of contracted desktop support personnel.
- Establishes and maintains user support policies for corporate network and telecommunications services.

PRC Environmental Management, Inc
Network Administrator / Programmer   February 1994 – May 1997

- Provides network administrative support for the Dallas office that uses 32 computers running Window for Workgroups, Windows 95, NT Server (versions 3.51, 4.0), and Linux. Support includes hardware and software installations and troubleshooting. Software supported in the office includes WordPerfect, Microsoft Office, Lotus 1-2-3, FoxPro, Micrografx Designer, ArcView, Reachout and Microsoft mail server. ArcServe was used for disaster recovery. Other network experience has included support and use of Lantastic 6.0.
- Assists with design and programming of Haztraks which is a multi-user, relational database, Windows application developed under contract with The Environmental Protection Agency (EPA) to track the movement of hazardous waste between the U.S. and Mexico. The tool is used by the EPA, U.S. state agencies, U.S. Customs, and Mexican state and federal enforcement agencies. Hundreds of violations have been discovered as the result of this system and enforcement cases have been constructed which have been expanded as a tool for the Mexican government to track the movement of hazardous waste within Mexico. Other task for this project includes generating ad-hoc reports and training new users.

Philip Murphree

PRC Environmental Management, Inc
Network Administrator / Programmer (continued)

- Develops all aspects of the Environmental Justice Bibliography Database. This program was created for The National Environmental Justice Advisory Council. The EJ Bibliography Database is used to maintain information about thousands of informational publications available to the public.
- Develops all aspects of the PRC Publication List Database. This program is used to track various documents and reference materials available to PRC employees from the PRC main library.

US Army, 8th Army Band (Seoul, Korea)
Sergeant   April 1986 – February 1993

- Provides PC Support for Internal Operations to include hardware and software upgrades.
- Individually responsible for all aspects of planning daily work schedules for 40 people up to 3 months in advance. Includes arrangements for transportation, meals, and lodging when overnight travel was required.
- Key player in coordinating 2-week international business trip to three South Asian countries for 22 people.
- Responsible for security, distribution, maintenance for weapons, chemical protection gear and vehicles.

Formal Education

Bachelors in Computer Science, December 1996, North Texas State University, Major GPA 3.5
Graduate, Basic Non-Commissioned Officer Course, Navel Academy of Music, top 10%

JDE Computer Staffing, Inc.
P.O. Box 314 Whitesboro, NY 13492 Phone   315-725-4456

Suzanne Palumbo Riddell

Professional Experience:
Contract Programmer/Analyst
1993-Present   JDE Computer Staffing, Inc.   Syracuse, NY
- Microsoft Access Database Development (with Visual Basic for Apps)
- Custom ProfitKey (Canned Software) COBOL Reports
- COBOL Programming
- Conversions to ADP Payroll Systems
- Conversions to Fixed Asset Best Software (FAS for Windows)
- MP2 systems by Datastream

Programmer/Systems Analyst
1987-1995   Utica Corporation, Whitesboro, NY
- COBOL, JCL
- Mainframe Environment
- Systems Analysis, Systems Design (both on-line and batch), Screen Design, User Training, Systems Documentation, Writing of JCL

Network Administrator
1992-1995   Utica Corporation   Whitesboro, NY

- Novell Netware 3.11
- TCP/IP
- Ethernet X.25

Education: 1983-1987   State University of New York at Oswego
Oswego, NY
- Bachelor of Arts, Computer Science 1988-1997
State University of New York at Utica/Rome   Utica, NY
- Masters, Computer Science

Computer Experience:
Languages: COBOL, Visual Basic for Applications (VBA)
Some FORTRAN, RPG, BASIC, SQL, Pascal, Assembler, Prolog and Lisp

Software: Windows XP, 2000, NT, 98, 95, 3.11, 3.1, Microsoft Office 97/2000, Lotus, ProfitKey, Visibility, Impromptu, Powerhouse, Crystal Reports, CAMBAR, Approach, Microsoft Access and Excel

Suzanne Palumbo Riddell

Hardware: IBM 9000, HP 9000, IBM RS6000, Honeywell-Bull DPS-7000, DPS-4 and Level-62, VAX-11/750, PDP-11, Burroughs 68000

Operating Systems: VSE/ESA w/ CICS, UNIX, DOS, GCOS

Networks: Novell Netware 3.11, Novell LAN Workplace, Novell WAN Links, LANTastic, Windows NT

Business Systems Experience:
- Accounts Payables/Receivables
- Attendance and Labor Reporting
- Bill of Materials
- Budgets
- Cost Accounting
- Customer Requirements
- Fixed Assets
- General Ledger
- Human Resources
- Order Entry
- Payroll/Pensions
- Purchasing
- Production Scheduling
- Sales
- Time and Attendance
- Warehousing
- Work-In-Process
- Year 2000 Solutions
  - Bill of Mat/Production Planning Database for Manufacturing
- Hospital Laboratory Billing
- Budget/Sales Forecasting
- Warehouse Performance
- Wage Survey Data
- Time Study, Risk Management
- Order Entry/Returns
- Non-Compliance/Corrective Action
- File Transfer Protocol using Visual Basic
- Construction Contract Prospects
- Software Conversion Field Data Mapping
- Daily Cash Flow
- Medical Laboratory Testing Sales & Hospital Invoicing
- Referred Comparison Pricing for Laboratory Testing

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James P. Ryan

JDE Computer Staffing, Inc. Syracuse, NY
Information Systems Consultant   **2005 – Present**

Functioned as a project manager for a team of consultants engaged in information systems projects ranging from business process documentation through managing the IS function for the customer. Responsibilities include the following:

- Project Management
- Documentation of current processes
- Prioritization of assignments
- Leading customer status meetings
- Relationship/team building
- Problem solving
- Business process analysis/technical analysis
- Audit compliance activities

United Technologies Corporation   **1984 – 2005**
Syracuse, New York

Manager – North American Infrastructure   **1/2004 – 4/2005**

- Participated in UTC Headquarters initiatives to identify IT cost reduction opportunities in PC elimination and server consolidation.
- Managed new plant infrastructure rollout in Mexico.
- Technical lead for project to replace SNA network in North America.

Manager – Architecture and Standards   **1/2003 – 12/2003**

- Key contributor to the development of Carrier's 5 year IT strategy.
- Managed the development of an intranet site to capture Carrier's IT standards.

Manager - Global Managed Services – Applications 12/2001 – 12/2002

- Responsible for negotiating two outsource agreements for the support of applications in the Carrier portfolio.

James P. Ryan

Manager – ERP Technology Group   8/1999 – 12/2001

- Outsourced the Baan technical support function.
- Organized an SAP technical competency center.
- Guided the technical implementation of SAP in a Carrier's Distribution Center.
- Conducted international SAP engagements in India and Thailand.

Mgr - IT and Support for Carrier N. American Ops   8/1997 – 8/1999

- Provided architecture and technology consulting.
- Technical member of the ERP justification team.
- Technical manager for the Baan ERP implementation.
- Managed a 24x7 production technical support team.

Information Technology Architecture   10/1994 – 8/1997

- Managed the transition to a Client/Server computing model.
- Designed the initial Carrier Data Warehouse project.
- Conducted ERP technical evaluations.
- Evaluated RDBMS vendors for ERP implementation.

Manager, Application Technology Group   10/1991 - 10/1994
- Led the Information Engineering implementation team.
- Managed the Carrier production database portfolio (IMS, DB2).

Application Development Supervisor   2/1991 - 10/1991

- Supervised programmers responsible for the maintenance, and enhancement, of applications supporting Carrier's sales, marketing, and distribution functions.

Senior Analyst/Programmer   10/1984 - 2/1991
- Performed analysis, design, and programming for applications in Carrier's sales, marketing, and distribution functional areas.
- Led the technical design, programming, and implementation of a pricing system for Carrier's distributors.

James P. Ryan

NCR CORPORATION   **1980 – 1984**
Dayton, Ohio

Systems Analyst
6/1980 - 10/1984

- Performed Design and programming for internal business unit systems

EDUCATION

      King's College   - 1976 – 1980, Wilkes-Barre, Pennsylvania
      BS - Information systems

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Sandra Smith

Summary

An accomplished Director of Information Services with a history of progressively responsible positions. Very detailed oriented and reliable in addition to strong technical and analytical skills, I also possess excellent interpersonal and communication skills. I have experience in all levels of computer systems operations, support and maintenance with extensive experience in clinical software, quality assurance, systems management and personnel.

Pertinent Employment History

JDE Computer Staffing, Inc., Whitesboro, NY
Networking Consultant 5/2014 – Present
- Provide technical assistance and support related to computer systems, hardware, or software. Install, modify, and repair computer hardware and software.
- Weekly time sheet and monthly reporting

Utica School of Commerce, Utica, NY
Adjunct Professor, 2009 – 2015
Created and delivered successful lesson plans for the following courses:

Network Essentials: The course includes networking basics, protocols, transmission media, network interface cards, connectivity, devices, monitoring, management, and troubleshooting.

Computer Concepts: This course develops a basic understanding of the Microsoft Office Suite.

Hardware Concepts: Topics include installation, configuration, and troubleshooting of computer hardware.

Folts Center, Herkimer, NY
Director of Information Services, 2/2013 – 1/2014
- Maintained applications including Kronos SQL, Exchange 2010, Melyx financial, and clinical software
- Created company-wide policies and procedures
- Liaison with Clinical and Financial staff and Melyx**.**

Sandra Smith

Presbyterian Homes & Services, New Hartford, NY
Director of Information Services, 2004 – 2/2013

- Managed a small staff in support of information technology at three physical facilities.
- Upgraded from Citrix to Citrix XenServer for all of servers except SOS
- Prepared disaster recovery documentation and yearly departmental budget
- Created company-wide policies and procedures
- Maintained applications on Windows 2003 and Windows 2008 virtual servers including Kronos SQL, Exchange 2003, Citrix, SOS, and OptimusEMR.
- Assisted with implementations of OptimusEMR modules from onset in 2004.
- Liaison with Clinical staff and OptimusEMR**.**
- Regular interaction with and management of Cisco ACS server along with Barracuda spam appliance and Cisco PIX firewall.
- Implemented wireless infrastructure to support HP handhelds and mobile kiosks for use with clinical software.

Integrated Strategic Systems, Inc., Liverpool, NY
AS/400 & Networking Consultant, 1999 – 2004

- Provided management of Citrix systems running on NT based servers over a WAN using T1, Fractional T1 and DSL communication lines.
- Performed user permission administration.
- Provided software and hardware assistance AS/400, Novell and NT Networks
- Executed system and application upgrades on corporate systems.
- Presented training for system operations on the AS/400, Windows and Novell.
- Provided support and administration of Lucent Merlin Magix PBX
- Supported Cisco routers, switches, and firewalls.

ECR International, Utica, NY
MIS Director, 1991 – 1999

- Managed a small team in support of company's technology facilities.
- Maintained AS/400 operating system, software and hardware including all upgrades, troubleshooting, and monitoring capacity and performance.
- Provided helpdesk support to all users of AS/400 and Novell systems, along with BPCS and Microsoft Office applications for both locations.
- Disaster Recovery plan implemented with a team for company-wide disaster recovery plan to including hot and cold sites.
- Evaluated equipment and executed implementation of Lucent Merlin Legend telephone system.
- Designed and orchestrated two data center moves.

Education

State University of New York, Utica, NY;
        Bachelor of Science in Business Management, 1998

Cynthia Stafford

Skills Summary

Curriculum Design	Microsoft Suite	Accuracy Verification
Reports/Presentations	Customer Service	QuickBooks and POS
Medical Terminology	Scheduling	Standards Adherence
Multi Operating Systems	Resource Control	Professional Presentations
Phone Installations	Server Environments	Cat5e Cabling
PHP/SQL	HTML/XML/CSS	Linux

Professional Experience

Employment History

JDE Computer Staffing, Inc. Utica, NY
IT Networking/Support Specialist, 2012-present

- Educated clients in use of new software and components.
- Installed, upgraded, repaired and maintained computers, printers, scanners
- Installed software, hardware, and peripheral devices.
- Setup and configured Windows OS.

Red Co Foods – Little Falls, NY;
Material Handler, 2007 to 2009
Shipping and Receiving Clerk, 2007 to 2011

- Counted, stacked pallet orders and loaded onto docked trailers.
- Insured all materials needed for the day's production were available.
- Trained new employees in company shipping procedures, including UPS system.

Bassett Hospital – Cooperstown, NY
ER Technician, 2003

- Maintained Supply Resource Room, patient rooms, and Ambulance Supply Cabinet.
- Completed patient blood draws and medical information into system.
- Performed EKG connections and monitoring.
- Provided on hands support to trauma victims.

Cynthia Stafford

Education

ONONDAGA COMMUNITY COLLEGE – Syracuse, NY
Computer Networks and Web Design, 2013
(One year Cisco training and certificate in Web Design)

CLAYTON COLLEGE OF NATURAL HEALTH – Birmingham, AL
MS Degree in Holistic Nutrition, 2004

HERKIMER COMMUNITY COLLEGE – Herkimer, NY
EMT/Paramedic, 2003

STATE UNIVERSITY OF NEW YORK ONEONTA – Oneonta, NY
BS Degree in Family and Consumer Science Education,
Dual degree in Child Development and Family Studies, 1987

STATE UNIVERSITY OF NEW YORK COBLESKILL – Cobleskill, NY
Early Childhood Education/Liberal Arts-Social Science, 1982-1985

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Ludwig "Art" Wallner

IT Program/Project manager who has led multi-disciplined teams in the development and implementation of software products to meet customer needs, leveraging over 30 years of varied experiences and diverse skills honed in business systems delivery; aligning deliverables to meet customer needs.

Leadership: Management of Cross Functional teams – Application Development, IT Security, Systems Implementation, Quality Assurance, and User Experience.

Business Process: Product and software development life cycle, defining and managing budgets, schedules (MS Project and Planview), and resources, from project initiation to closing.

Communications: Deliver management updates on program status (MS Word, Excel, and PowerPoint). Managing communications with direct and matrix team members.

Negotiations: Developed and deployed multi-million dollar supplier service contracts (onshore, near-shore, mixed-shore).

Adaptability: Defined and managed project requirements, addressing shifts in priorities and changes in requirements throughout the project life cycle.

JDE Computer Staffing, Inc
Syracuse Glass Co – November 2107 – February 20168
Project led a team of 3 technical resources in the development of a complete Information Technology Systems Assessment defining the current state of all software, hardware systems as well as supporting business procedures. The extensive research and documentation was then evaluated, and an I/T 3-year strategic plan was developed and presented. This plan was presented in a hierarchical order based on business requirements.

JDE Computer Staffing, Inc
First Niagara Bank – February 2017 – September 2017
Working with Forsythe Consulting, First Niagara Bank located in Buffalo, NY, had completed a number of acquisitions and were in the process of deploying a new Cisco Phone system to unify the organization across the Northeast. Objective was to build a small team of Requirements Analyst and working with the Leadership in the various locations, gather requirements and physical information to create a seamless deployment of the new Cisco system. Leading a team of three (3) Business Analyst;
- Planned, scheduled and conducted interviews,
- Developed physical phone maps

- Validated individual phone setup data to ensure accuracy prior to deployment

Excellus Blue Cross Blue Shield
Program – IT Strategic Sourcing office 2006 – January 2014

- Established offshore Development Center to locate skilled resources not readily available locally. These contracts generated $2.5 million in labor savings.
- Developed maintenance contracts of legacy applications and re-allocated employees to new development.
- Built Supplier performance program to achieve high levels of Supplier performance (planned vs. actual) and value (Innovation).
- Performed offshore site visits to verify working environment, IT Security, understand cultural differences, as well as, supplier capabilities.

Excellus Blue Cross Blue Shield
Project Sponsor – Facets 4.2 Upgrade 2006 - 2007

- Sponsored the upgrade of 3rd party software, TriZetto Facets 2.6 to Facets 4.2.
- Negotiated the Maintenance contract for software.
- Negotiated the software upgrade contract.
- Aided the Project Manager in senior level communications and clearing management roadblocks.

Excellus Blue Cross Blue Shield
Program Manager – Common Platform Project 2000 - 2004
Led matrix team in the business consolidation project to remove redundant applications and simplify the application portfolio. Total consolidated business revenue of these applications was over $1 Billion.

- Implementation of two new Healthcare products to support the consolidation.
- Consolidation and removal of four (4) applications (Amisys, MHS POS, MHS HMO, Univera-CNY).
- Consolidation of all Rx, Drug, processing.

Blue Cross Blue Shield of Central New York
Blue Cross Blue Shield of Utica-Watertown
Project Manager – Indemnity East Consolidation 1998 - 1999

- Led organizational teams in the consolidation and removal of Utica-Watertown Outsourced Indemnity processing over to Central New York's Indemnity application prior to Y2K.

- Implemented SDLC to improve Software delivery and predictability.
- Implemented Software Release program to manage changes to the Production Environments and to communicate changes.

Empire Blue Cross Blue Shield
Requirements Team Lead – Medicare Transaction System 1994 – 1996
- Outlined high level requirements for 6 of the subject areas.
- Developed local Requirements team and their process of requirement decomposition.
- Delivered detailed requirements to the Lead contractor of the MTS project, GTE Data Services.

Empire Blue Cross Blue Shield
Project Manager – Medicare Accounting Services 1993 – 1994
- Relocate the Medicare Part B Accounting functions from Empire's New York City office to the Syracuse office eliminating 8 ftes.
- Integrate the Medicare Part A & Part B accounting functions to streamline processing.
- Implement new accounting systems to support Accrual Accounting as directed by CMS and the Chief Financial Officer Act of 1990.
- Work with the Shared System Maintainers (FSS and VMS) to identify and correct problems, as well as, identify necessary enhancements to support CMS's mandates.

Education

- Elmira College, Elmira New York, 1980 - 1982,
  Systems Analysis and Design
- Corning Community College, Corning New York, 1976 - 1978, A.A.S.
  Computer Data Processing
- Special Training:
    - Analysis & Design
    - Leadership Training
    - SDLC Training
    - Strategic Management and Implementation
    - Project Management (PMBOK Version 3)
    - SkillPort CBT, Project Management (PMBOK Version 5)