KNIGHTCOMMUNICATIONS
WE DO *IT* RIGHT FOR YOU

Response to
Marina Coast Water District
RFP for
Information Technology Support Services

MARINA COAST
WATER DISTRICT

Date Submitted: 29ᵗʰ of April, 2016

Submitted by:

Knight Communications

Primary Contact:
Paul Ramakrishnan
Chief Executive Officer (CEO)
Knight Communications
427 North Yale Ave. Suite: 201
Claremont, CA 91711
Office: (909) 621-3559
Mobile : (909) 821-2799
paul@knightcommunications.com

Table of Contents

April 28, 2016

Kelly Cadiente
Director of Administrative Services
Marina Coast Water District
11 Reservation Road
Marina, CA 93933

Dear Ms. Cadiente:

On behalf Knight Communications, I am pleased to present our proposal to provide Information Technology Support Services to the Marina Coast Water District. Our firm is a proven IT professional service and consulting firm with a strong background providing IT services and consulting to local governments in California, for over 30 years.

➢ We clearly understand the technical environment and the responsibilities at Marina Coast Water District.
➢ Knight Communications is well known in California for our IT expertise with various local government agencies and their strong background providing IT outsourcing to cities and their public safety organizations.
➢ Our prices are realistic for the California market and to help ensure high quality staff.

Our fundamental business principle of commitment to quality, responsiveness, professionalism and honesty provides Marina Coast Water District with the security of dealing with a professional services firm that is honest, fair, flexible and accountable to you. These principles and values guide us in developing our strategic goals and implementing the policies that drive success.

We truly appreciate this opportunity to present our services to Marina Coast Water District. I look forward to assisting the Marina Coast Water District with its needs and will be diligent in ensuring our relationship is a rewarding experience.

We have proposed 2options for staffing and cost.

Knight agrees to provide all the required insurance certificates and the licenses required for this contract.

Knight does not have any conflict of interests relative to the proposed services.

Our offer is a firm, irrevocable offer for 90 days from April 29, 2016.

We state that nothing in this proposal is proprietary.

We agree to each and all the terms and conditions, provisions, and requirements set forth in the RFP.

I will be contact person during the period of evaluation.

Sincerely,

Paul Ramakrishnan
CEO
Knight Communications
427 Yale Avenue Suite: 201
Claremont, CA 91711
paul@knightcommunications.com   909-821-2799 (mobile)
                                       909-621-3559 (office)

Qualifications and Experience

Knight Communications has been providing Information Technology (IT) services for over 30 years and particularly to the governments. We provide IT services *only* to local government entities.

We are deeply experienced and knowledgeable in all aspects of Information Technology pertaining to local governments and public safety organizations. We have provided and continue to provide the same type of services, to various agencies which are similar to Marina Coast Water District. Our recent government client list is provided below.

We possess extensive knowledge of all of the systems, applications (including all of the Police and Fire technologies and systems), hardware, software and technologies of local government entities.

Company Profile

Company Name: Knight Communications Incorporated
Address: 427 Yale Avenue, Suite: 201, Claremont, CA 91711

Contact Name: Paul Ramakrishnan
Contact Title: CEO
E-mail Addresses: paul@knightcommunications.com

Website: www.knightcommunications.com

Other info: Not owned by any other organization or individual
                No failures or refusals to complete a contract
                No lawsuits or litigations regarding projects, contracts or services
                No financial interests in other lines of business

Knight Communications Inc. is a Minority Business Entity certified by the City of Los Angeles.

Our Company Goals:

➢ To provide strategic, high quality, innovative IT services and serve as an enabler to improve the delivery of client services and improve the efficiency, productivity, and financial performance.
➢ To recruit and retain highly qualified, educated, extremely motivated and empathetic personnel
➢ To provide long-term customer commitment and satisfaction

Our services include but not restricted to the following:

- Information Systems Management
- Network Installation and Administration
- Helpdesk, Desktop and Peripheral support
- GIS services
- Strategic Planning and Oversight
- Master Plan Development and Deployment
- IT infrastructure Design
- Systems Integration
- Project Management
- Custom Programming

- **List of Government Agencies we have served during past 10 years**

City of Arcadia, California - *Complete IT Support Services*

City of Lawndale, California - *Complete IT Support Services*

City of Montebello, California - *Complete IT Support Services*

City of Monterey Park, California - *Complete IT Support Services*

City of Norwalk, California - *Complete IT Support Services*

City of Pacific Grove, California - *Complete IT Support Services*

City of Rialto, California - *Complete IT Support Services*

City of San Fernando, California - *Complete IT Support Services*

City of Upland, California - *Complete IT Support Services*

Arcadia Police Department - *Complete IT Support Services*

Baldwin Park Police Department - *Complete IT Support Services*

Claremont Police Department, California - *Custom Software*

La Verne Police Department, California - *Consulting Services*

Montebello Police Department, California - *Complete IT Support Services*

Monterey Park Police Department, California - *Complete IT Support Services*

Ontario Police Department, California - *Complete IT Support Services*

Pacific Grove Police Department, California - *Complete IT Support Services*

Rialto Police Department, California - *Complete IT Support Services*

San Fernando Police Department, California - *Complete IT Support Services*

Upland Police Department, California - *Complete IT Support Services*

Arcadia Fire Department - *Complete IT Support Services*

Montclair Fire Department, Montclair, California – *Network Management*

Monterey Park Fire Department, California - *Complete IT Support Services*

Ontario Fire Department, California - *Complete IT Support Services*

Rancho Cucamonga Fire Department, California – *Network Management*

Rialto Fire Department, California - *Complete IT Support Services*

Upland Fire Department, California - *Complete IT Support Services*

Los Angeles Port Police, California – *Systems Support and Consulting Services*

San Diego Geographical Information Source (SanGIS) - *Complete IT Support Services*

References

Reference 1	
Name of Reference	Annie Yaung
Title	Financial Services Manager
Contact Information	Phone : (626)307-1349 E-mail : ayaung@montereypark.ca.gov
Agency Name	City of Monterey Park
Type of work performed:	Complete IT support services

Reference 2	
Name of Reference	Mike Taylor
Title	Chief of Police and City Manager, City of Baldwin Park
Contact Information	Phone: (626) 960-1955 x 406 E-mail: mtaylor@baldwinpark.com
Agency Name	City of Baldwin park
Type of Work Performed	Complete IT Support Services

Reference 3	
Name of Reference	Steven Silveria
Title	Information Services Director
Contact Information	Phone : 831-648-5765 E-mail : ssilveria@cityofpacificgrove.org
Agency Name	City of Pacific Grove
Type of work performed:	Complete IT Support Services

Reference 4	
Name of Reference	Homero Bosso
Title	Communications Manager
Contact Information	Phone : 310-732-7771 E-mail : hbosso@portla.org
Agency Name	Port of Los Angeles
Type of work performed:	Complete Technology Support Services

Scope of Services

The scope of the technical services, both on-site and remote, to be provided will encompass that shall include, but not be limited to the following:

Knight will perform the following Scope of Services to the Ater District:

24x7 continuous monitoring of the District's 3 servers, 40 desktop computers, and networking devices at its two locations including:

        Connectivity monitoring
        Performance and predictive monitoring
        System change monitoring
        Firewall availability and performance monitoring
        Antivirus monitoring
        Intrusion detection monitoring

Dedicated Help Desk that can be accessed via email, Web, or phone

24x7 on-call availability

Guaranteed response times for both remote and in-person responses

Troubleshooting for system failures, client database access issues, and predictable hardware failures

Data backup and disaster recovery support

Spam and virus protection support

Network security

Full documentation of the District's network, including network diagrams and Procedures

Details

Desktop Support

Knight's Desktop Support Technicians will resolve calls in a professional and efficient manner. Additionally they will work on special project/task assignments as necessary to: setup and configure new PCs; maintain current version levels of desktop software; install, upgrade or troubleshoot software; conduct hardware and software inventories; perform minor hardware installations and modifications on existing PCs and other related tasks.

Knight will provide desktop support for all problems and project calls to diagnose, upgrade, install, fix, adjust, and resolve problems during the hours of 7:30 am to 5:30 pm Monday through Friday.

Knight will respond (call acknowledging assignment of call) to caller, and assign resolution/diagnosis according to prioritization.

Knight will make appointment with caller to address the callers support needs at a mutually agreed upon time.

Knight will call if appointment cannot be kept or will be delayed.

Caller will be apprised of problem status during the entire problem resolution cycle in a timely manner, by the end of the service day.

Knight will give the City an opportunity to test system while they are still present once problem is resolved, if at all possible. For long-term problems, City to be notified weekly of progress until resolved/closed.

Knight will document all actions taken on each call into the tracking system on the day that the activity took place, whether the call is complete or not.

Knight's staff is expected to provide their own transportation during their support activities.

Computer Operations

The City's servers are expected to function 24 hours per day with very minimal unplanned service interruptions occurring between 7:30 am and 5:30 pm. Execution of scheduled batch runs and processes include:

Review of all process logs for normal execution and performance.

Review of security logs for unusual activity.

Performing backups, backup rotations and restores of all systems, servers, and network equipment.

Maintaining status reports on all operation and network activity records and reports.

Monitoring and reporting status of servers.

Monitoring and reporting status of network.
Monitoring and performing software updates.

Keeping and maintaining records on hardware assets: PCs, Servers, Network equipment, etc., Acquisition date, warranty date, maintenance agreement location, maintenance and repair contact number.

Keeping and maintaining records on software assets: PCs, Servers, Databases, Applications, OS, etc.
Maintaining communications support with local, state, and federal agencies.

Preparing and maintaining a Disaster Recovery Plan.

Network and Systems Support

We understand that Network is defined to include all City switches, hubs, routers, bridges, repeaters, firewalls, servers, etc

Knight will provide all the necessary network and system technical expertise to the District to have its systems and network operate efficiently and effectively during the hours 7:30 am to 5:30 pm Monday through Friday, for the District.

We understand that the Distrcit may require IT support for problems that arise after hours and agrees to provide such services.

Knight will work after hours and weekends as necessary to resolve problems, install updates, and perform testing so as not to impact normal production activities of the District.

Support activities are generally described as follows and Knight agrees to provide these services:

Network and network device performance monitoring, diagnostics, and tuning.
Network and network device configuration and version updates to keep within two versions of current.
Network and network device configuration management and record keeping.
Network, network device and server capacity monitoring and planning.
Network, network device and systems security administration and record keeping.

Firewall monitoring for intrusion attempts, attacks, viruses, etc.
Firewall configuration and version updates.

Server OS configuration and version updates to keep within two versions of current.

Network intrusion and Virus software management (keeping current updates and versions).

Coordination and cooperation with other District service providers.

Approach and Philosophy

We have always considered ourselves employees of the entity we work for, opposed to outside consultants. This homogenous attitude provides a closer personal relationship with our end users, thereby providing a smooth and healthy work environment. We feel that this attitude is the best way to render our services and also it provides a great morale for our employees.

The personnel assigned to the Marina Coast Water District will be well qualified with extensive knowledge and experience with local government IT systems.

We consider the following to be keys in our relationship to the Marina Coast Water District staff.

Courtesy & Respect
Responsiveness
Confidentiality
Integrity & Trust
Communication
Reliability & Consistency
Personal Face to Face Service
Flexibility
Technical Competence

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Methodology and Work Plan

In order to provide better service delivery and establish a rapport with the Knight team, we approach each new engagement by establishing shared expectations and a clear understanding of roles and responsibilities at the start of each project. We believe this background is critical to the overall success of working together as a team. If appropriate, Knight will hold an entrance conference to meet with the Marina Coast Water District staff. The primary objective of this meeting is to confirm both parties' understanding of issues, expectations, scope, deliverables, and to discuss the communication protocols that will be used for the engagement.

We recommend that specific agenda items for this meeting include the following:

1. Review and discussion of the job order or project, deliverables, schedules, critical success factors, and communication strategy.
2. Review and discussion of any data that we or the Marina Coast Water District will need.
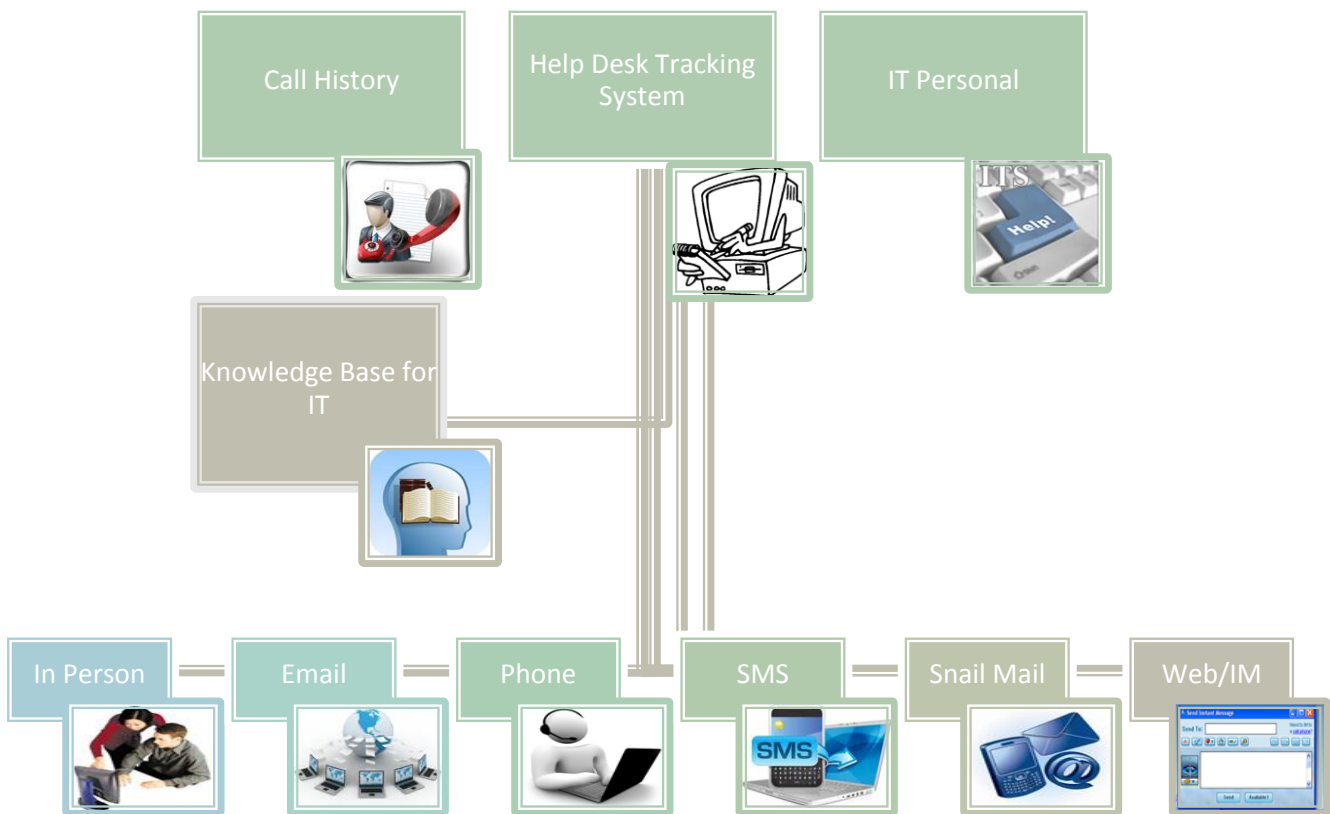3. Establishment of agreement on temporary employee and/or project progress reporting frequency and format.

We will carefully review the information you provide to us and ask questions to make sure we fully understand the expected outcomes. Our ability to talk with our clients, listen carefully, and use that information effectively helps our work product result in a high degree of success.

The general methodology and work plan principles used for the required operation at City are the following:

1. Orientation Phase (1 week)
   - Information Gathering
   - Physical Inventory

2. Transition Phase
   - Work with the current IT team for smooth transition **(2 weeks)**
     - Layout the tasks and activities that need to take place to efficiently move the services team from one vendor to another while minimizing operational risks to the infrastructure, operations, and support.

3. Systems Analysis
   - Analysis of Requirements
   - Risk Analysis
   - Work with City staff to identify needs
   - Utilization of Resources

4. Operations
   - Operations Policies and Procedures
   - End-User Support Policies and Procedures
   - Standards
   - Security and Safety Policies
   - Support Operations
   - Asset Management and Audit

5. Management
   - Management Objectives
     - Reports

6. Training
   - IT Training Policies
     - User Training

7. Acquisition
   - Acquisition Policies
   - Needs Analysis
   - Budgeting
   - Procurement process

8. Security and Control
   - Risk Management
   - IT Contingency Planning
   - IT Systems Security
   - Logical Access Control
   - Data Protection
   - Facilities Security
   - Personnel Security
   - Threat Management
   - IT Asset Management

9. Software
   - Implementation
   - Training
   - Maintenance

10. Project Management
    - Project Management Planning - Startup, Execution and Closeout

- **Service/ Support Process**

Call History

Help Desk Tracking System

IT Personal

Knowledge Base for IT

| In Person | Email | Phone | SMS | Snail Mail | Web/IM |

The City can use our web-based help desk system, free of cost, which enables support services to be seamless and accountable. The system provides call-tracking and statistical reports both for management and the end users. It also keeps the users updated via e-mail, on the status/progress of their service call.

Service Level

Knight's assigned personnel will be on-site, at least 40 hours per week and remote support will be available whenever needed.

Monitoring Services

a. Knight will enable tools to monitor the health of servers and workstations to provide proactive response to maintenance and support matters that arise, including 24-7 alerting on those monitors to ensure after hour response to problems detected by the monitoring tools.

b. Client will also have access to view this monitoring portal and can receive concurrent email alerts to a designated email address.

Performance Standards

Knight will adhere to the following minimum performance standards. If the City changes any of the standards set forth below, Knight will adhere to the new standards.

Description	Performance Standard
A. Operating System	
1. Operating system upgrades and patches implemented on mutually agreed-upon date.	100%
2. Perform operating system and database tuning and capacity planning for supported application services quarterly.	100%
3. Respond to all equipment and software specification requests within the same day.	100%
B. Network	
1. Network availability	99.9%
2. Respond to outages within 30 minutes	100%
3. Respond to all other networks calls within 2 hours	100%
4. Maintain back up schedule and restoration capabilities	100%
C. User moves and Recovery	
1. Move single user (no cabling)	1 days
2. Move single user (cabling)	2 days
3. Pre-move notification (multiple users)	10 days
4. Recovery from data stored	1 day

Resolution times:

Urgency Level	Definition	Resolution Time
Show Stopper	Server or major application outage or bug, causing the user not be able to perform critical business process. Significant Agency business or user impact	Less than 1 hour or required deadline
High	Significant application outage impacting productivity or user not to be able to perform semi-critical business process. Major Agency business process or user impact	Less than 2 hours or required deadline
Normal	Application outage that is a significant concern to the user/Agency. Does not significantly interfere with the Agency business process	Within 1 day or required by user
Low	Application bug that is a minor concern to the user/Agency. Does not significantly interfere with the Agency business process	Within 2 days or by required by users
Information Request	Request for documentation or informational requests. issues that do not have a business process impact	Within 1 week

Organizational Unit Functions

Knight follows these guidelines regarding functions and responsibilities

IT Organizational Unit Charter and Key Responsibilities		
Unit	**Charter**	**Key Responsibilities**
IT Management	Provide leadership to the City in technology matters	▪ Technology Strategy ▪ Communications ▪ Security ▪ Vendor Management ▪ Purchasing Process ▪ Budgetary Control
Planning	Proactively engage the City departments in visioning the use of technology	▪ Project Management ▪ Business Analysis ▪ Strategic Planning
Applications	Lead the acquisition, implementation and maintenance of software	▪ Application Systems Support ▪ Geographic Information Systems (GIS) ▪ Web Services ▪ System Functional Evaluation ▪ Standards Definition
Infrastructure Management	Establish and maintain a network that is reliable and transparent to the end users.	▪ Systems Administration ▪ Network Systems Support ▪ Hardware/Software Standards Definition. ▪ Security Standards Definition
Customer Service	Support end users.	▪ Help Desk ▪ Communication ▪ Follow-up

Problem Escalation Procedure:

For problems that are not solvable by the first tier, there will be a predictable escalation to other tiers based on the problems difficulty and severity. Help desk technicians are trained to triage problem's by quickly diagnosing severity and difficulty and determining how quickly to involve other tiers. Our IT management will predefine severity conditions and their corresponding escalation. A matrix of severity conditions ensures that big problems are quickly escalated and communicated to effect the most rapid resolution, and, equally importantly, to facilitate rapid communication of major problems to senior management.

The Level 1 Technician:

Receives call.

Creates an Incident ticket in the Help Desk System.

Note: In the event the help Desk system is not available, Level 1 Technicians will utilize manual logs to facilitate the process. All information that is logged manually will be entered into the Help Desk System upon its return to availability.

Determines if the call is classified as a Severity 1 and needs to be escalated.

If yes, notify the Site Manager, via cell phone, of the Severity 1 Incident.

If the Site Manager is not available, contact Backup Manager.

If Backup Manager is not available, contact the Account Manager.

If no, continue resolving the issue.

The Manager (or backup) will determine the appropriate personnel (either himself or from the corporate office) in restoring service, and provide the contact information to the Level 1 Technician.

The Level 1 Technician will contact the personnel (level 2), if needed, provided by the Manager, and notify them of the Severity 1 Incident. The Level 1 Technician will provide the Level 2 group with the Contact number, Incident ticket number, and instruct them to call the number ASAP, and or work to resolve the issue.

The Site Manger will notify the City Management, via email and or phone on updates and resolutions.

The Level 1 Technician will close ticket when problem is resolved and contact the customer to perform Customer Satisfaction Survey.

Security Standard Program

The Security standard program we follow, consists of the following components:

Risk Management
- Risk Management delineates the steps necessary to identify, analyze, prioritize, and mitigate risks that could compromise IT systems

IT Contingency Planning
- IT Contingency Planning delineates the steps necessary to plan for and execute recovery and restoration of IT systems and data if an event occurs that renders the IT systems and/or data unavailable.

IT Systems Security
- IT Systems Security requirements delineate steps to protect IT systems

Logical Access Control
- Logical Access Control requirements delineate the steps necessary to protect IT systems and data by verifying and validating the users.

Data Protection
- Data Protection requirements delineate the steps necessary to protect City data from improper or unauthorized disclosure.

Facilities Security
- Facilities Security requirements identify the steps necessary to safeguard the physical facilities that house IT equipment, systems, services, and personnel.

Personnel Security
- Personnel Security requirements delineate the steps necessary to restrict access to IT systems and data to those individuals who require such access as part of their job duties.

Threat Management
- Threat Management delineates the steps necessary to protect IT systems and data by preparing for and responding to IT security incidents.

IT Asset Management
- IT Asset Management delineates the steps necessary to protect IT systems and data by managing the IT assets themselves in a planned, organized, and secure fashion.

Communication and Analysis

Knight will have an effective communication rapport with the District, providing valuable, accurate information in a timely manner.

Reporting

Knight will provide the following to effectively monitor the status of the proposed services.

We agree to participate in meetings to discuss service delivery and planning to ensure the IT needs of the District are being met.

Reports	
Help Desk Tickets	Report of completed and in-progress help desk tickets –weekly.
System Resources	Report of resource management and usage with recommendations for improvements – monthly
Inventory	Current list of all hardware and Software inventories - quarterly.
Network	Network availability – monthly or weekly if required
	Network projects – monthly or weekly if required
Security	Complete electronic systems audit, intrusions, internet usage, policy violations, any requested audit - weekly

Staffing

KC Mouli
Kc.mouli@knightcommunications.com

Role on Engagement

KC will be Site Coordinator and IT Manager and will be on-site, 20 hours a week.

Skill Set	Licenses, Certifications, and Education:
• Operations Management • Project Management • Site Coordination • Supervision • Training • Customer Relations • Strategic Planning • Budgeting • Purchasing • Systems and Networks Administration • Communications • Public Safety Systems and Technologies	Master's Degree in Mechanical/Materials Engineering from Cal State University, Long Beach (1985). Bachelor's degree in Metallurgical Engineering from University of Madras, India (1982)

Related Experience

Senior Technology Manager, Knight Communications – 2009 to present

City of Upland, CA – 2001 to 2009
Chief Information Officer

City of Ontario, CA – 1992 to 2001
Information Technology Coordinator/Manager

City of Monterey Park, CA – 1990-1992
Information Technology Manager

Continental Computer –1985 to 1990
Project Manager/Chief Engineer

Jill Li

Role on Engagement: Jill will provide on-site Helpdesk, Desktop Support and Network Support

SUMMARY

- Strong in Java. Professional in C/C++, SQL, Matlab, Python, CSS, HTML, jQuery, JavaScript, Microsoft Excel.
- Solid background of networking and security assurance, such as TCP/IP, EIGRP, OSPF, VPN, IPsec, IEEE802.11.

PROFESSIONAL EXPERIENCE

Knight Communications, Inc.　　　　　　　　　　　　　　　　　**Pacific Grove, CA**
Systems Manager　　　　　　　　　　　　　　　　　　　　　　**May 2015 -**

- Work at the client site for City of Pacific Grove, and support technical day-to-day operations/problems for City Government, Police Department, and Public Library.
- Migrated the city from local file servers to Google Drive, and held trainings for city users.
- Continue to work on long term sustainability and infrastructure of the networks.

Datang Telecom Technology Co., Ltd. (DTT)　　　　　　　　　**Beijing, China**
Assistant Engineer Intern　　　　　　　　　　　　　　　　　**Summer 2011**

- Conducted performance tests on SP30-AVS hypervisor-resident virtual network switch through serial and network ports including packet loss rate, mean opinion score (MOS), call processing ability, network switch processing delay.

EDUCATION

- **Columbia University, The Fu Foundation School of Engineering and Applied Science**　　**New York, NY**
  MS in Electrical Engineering　　　　　　　　　　　　　　　　**February 2014**
- **Harbin Institute of Technology, Honors School** (Top 1% students in each major selected)　　**Harbin, China**
  BS in Communication Engineering　　　　　　　　　　　　　　**July 2012**
- **University of Sao Paulo** (Fully sponsored by Santandar Bank)　　**São Paulo, Brazil**
  Exchange Program, Sustainable Energy Engineering　　　　　　**Summer 2011**

PUBLICATION

Georgia Rugumira, Gang Wang, Nguyen Thi Dieu Linh, Jueran Li, "PAPR Reduction in Precoded OFDM System via Carrier Interferometry", ICCT (Communication Technology, 2011 IEEE 13th International Conference): page 456-461.

TECHINICAL EXPERIENCE

Columbia University　　　　　　　　　　　　　　　　　　　　**New York, NY**
Backend Database Design of a Library System (Java and MySQL)　　**Spring 2014**

- Built a book management system granted multi-level access permission operation features.
- Optimized the database with high I/O operations by designing E-R models to analyze complex relations, creating clustered index for quick search, and adopting InnoDB as the storage engine.
- Constructed GUI in **Java**. Integrated with **MySQL** database through JDBC DriverManager Interface.

Distributed Networking Application Project, Networks & Protocols (Java)　　**Fall 2013**

- Designed an application in **Java** to simulate data (UDP sockets) transmission process under client/server model.
- Constructed the two-tier architecture with distributed classes to achieve steady data send/receive bound to specified port and local address on the local host machine.
- Enhanced data transmission reliability by adding sequence number and checksum in the datagram header.

Probabilistic Verification of the ARQ Protocols (Java)　　**Spring 2013**

- Implemented verification methodology in **Java** programming, about the reliability between a transmitter and a receiver within communication process in EFSM (extended finite state machine representation) model.
- Adopted ARQ protocols (stop-and-wait, go-back-N, selective repeat ARQ) to reduce the error rate in transmission.
- Built testing sequences by simulating different transmitting states, and processed the stack by assigning priority in the waiting queue based on its occurrence probability (probabilistic search method).

Gomoku Chess Game (Java)   **Fall 2012**
- Developed a Gomoku game in **Java** with both AI and multiplayer mode.
- Designed a hierarchical structure of classed to eliminate coupling and increase reusability, separating the implementation of GUI, game panel and AI algorithm.
- Applied brute-force algorithm for AI.

Harbin Institute of Technology   **Harbin, China**
The Face Recognition System (C++)   **Spring 2012**
- Implemented an API with friendly GUI by **C++** that processed face images, and integrated with existing database.
- Optimized the captured image quality by employing WDM driver under Windows OS for filter process.
- Processed the face images by delineating face area, preprocessing and feature extraction to acquire information.

Interference Alignment Based On Multiuser Channel (Matlab)   **Fall 2011**
- Designed a project to achieve higher MIMO channel capacity with lower possible Signal-Noise-Rate (SNR).
- Analyzed the classic IA algorithm and implemented it in two distributed approaches to improve its performance.
- Conducted simulation by **Matlab** and verified that the distributed IA algorithms achieved better performance by 17.5% in low SNR situation and reduced the computing complexity.

Sundar Valli /

Role: Backup Systems Manager

Summary

Highly motivated professional experienced in development and implementation of strategies with various products in industries and excels at managing and improving processes with keen attention to budgets, time frames, and quality.

Core Competencies

SQL	SDLC
Microsoft Office	Scheduling
Customer Insights	Designing
Problem solving	Analyzing

Work Experience

Knight Communications   June 2015 – Present
Systems Manager

- CAD/RMS/Mobile Systems Administration including Users, Server, Network, Database backup and recovery management, FileonQ Administration, Mirra 4 Voice System Administration, Disaster Recovery Management, Design and Implementation,
- Infrastructure Management -Servers, Desktops, Virtual Machines, Routers, Switches, Firewall, Web/Spam filters, Security policies, DVR, Wireless Routers, Exchange Server, Office 2007, Windows Update Server, Tape Libraries, Active Directory Management, Shell Scripting, Sound and Video editing, Active Synchronization, Web site Management, In-car video Systems, and MDCs.
- Platforms: AIX6.1, Windows

University of Dallas (College of Business), Irving, TX   Sept 2014- May 2015
Graduate Assistant

- Assist a faculty member with research projects; engage in literature searches
- Assisting faculty in the development of new material for their courses

Agni Nets, India   Dec 2011- Dec 2013
Product Engineer

- Assisted in creating and presenting informational reports for management based on SQL data.
- Plans and prepares production schedules for manufacture through monofilament extruders. Also, interacted closely with QC, and external vendors.
- Analyzed production specifications and plant capacity data and performs mathematical calculations to determine process, tools, and human resource requirements.
- Participated in initial customer meetings to discuss technical capabilities, proposal preparation, scheduling, resource and budgetary allocations.
- Expertise in problem-solving and trouble-shooting capabilities, creation and implementation of KPIs, deliveries as per business requirements.

LTC/ Distributor for PepsiCo, India   April 2011- Dec 2011   **SCM**
Analyst/Coordinator
- Played a key role in process improvement projects and actively contribute to a high performing work team.
- Assisted sales team with management of small accounts including pricing and customer inquiries.

Assisted marketing team by providing marketing materials to retail customers, doing market research, and sharing customer insights for development of marketing communications.

Education

University of Dallas, Irving, TX   April 2015
Master of Business Administration   GPA: 3.85

Crescent University, India   April 2011
Polymer Technology (Engineering)   GPA: 3.6

Jose Hernandez

Role on Engagement
Backup Coordinator

Qualifications and Background

24X7X365 Management of Mission Critical Public Safety systems
Incident Management experience
Audit and Compliance experience
Site Management experience
Security and Vulnerability Management
Windows, AIX and UNIX experience

CAREER HISTORY

12/2014 – Present   Knight Communications – Senior Systems Manager
                           Port of Los Angeles Police Department

System Administrator (2005-2014), City of San Fernando, CA

- Installed and managed government applications for the City of San Fernando, including: public safety CAD, RMS, and Mobile applications; financial ERP applications, and eLMS programs.
- Led the implementation and administration of HP servers; Cisco routers and switches, ASA firewalls, and AnyConnect VPN; Symantec Backup Exec.
- Provided day-to-day support, Network Administration, and technology implementation as well as conceptualized and implemented systems upgrades.
- Worked with Local Government and Police Department clients to analyze current network needs and identify areas in need of improvement.

IT Support Technician (1999 – 2005) City of San Fernando, CA

- Perform network tasks, including Active Directory Management, File Server Management, Exchange Management, ISA server Management, DNS, DHCP, WINS and Backup Management.
- Assisted with Network upgrades, including migration from Window NT 4.0 DC to Windows 2003 AD, Migration from Exchange 5.5 to Exchange 2003.
- Serve as the initial point of contact for resolution of computer, software and network problems, provided technical support to City and Police department clients.

Cost

We have a straight-forward and simple costing/billing structure with 2 options.

We have fixed monthly cost structure which is usually better since the expenses to the client are predictable and it makes the budgeting easy.

Option 1

Personnel:
On-site Full-time Support Specialist (40 hours a week)
On-site Manager/Coordinator (20 hours a week)

Charges:
Fixed monthly charges of $15,600

Option 2

Personnel:
On-site Full-time Support Specialist (40 hours a week)

Charges:
Fixed monthly charges of $9,600

We do not charge for travel. We do not buy any hardware or software for the client. So, there are no reimbursements.