FLORIDA PUBLIC SERVICE COMMISSION

DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT

APPLICATION FORM
for
AUTHORITY TO PROVIDE COMPETITIVE LOCAL EXCHANGE TELECOMMUNICATIONS COMPANY SERVICE WITHIN THE STATE OF FLORIDA

Instructions

A. This form is used as an application for an original certificate and for approval of sale, assignment or transfer of an existing certificate. In the case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Page 8).

B. Print or type all responses to each item requested in the application. If an item is not applicable, please explain.

C. Use a separate sheet for each answer which will not fit the allotted space.

D. Once completed, submit the original and two (2) copies of this form along with a non-refundable application fee of **$400.00** to:

Florida Public Service Commission
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

E. A filing fee of **$400.00** is required for the sale, assignment or transfer of an existing certificate to another company (Chapter 25-24.815, F.A.C.).

F. If you have questions about completing the form, contact:

Florida Public Service Commission
Division of Competitive Markets and Enforcement
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6600

FORM PSC/CMP-8 (01/06)
Required by Commission Rule Nos. 25-24.810,
and 25-24.815

Note: To complete this interactive form
using your computer, use the tab key
to navigate between data entry fields.

- 1 -

1. This is an application for (check one):

    ☒ **Original certificate** (new company).

    ☐ **Approval of transfer of existing certificate:** <u>Example</u>, a non-certificated company purchases an existing company and desires to retain the original certificate of authority rather that apply for a new certificate.

    ☐ **Approval of assignment of existing Certificate:** <u>Example</u>, a certificated company purchases an existing company and desires to retain the existing certificate of authority and tariff.

2. Name of company: Clertech.com, Inc.

3. Name under which applicant will do business (fictitious name, etc.):

    Clertech.com, Inc.

4. Official mailing address:

    Street/Post Office Box: 3500 N. State Road 7
    City: Lauderdale Lakes
    State: Florida
    Zip: 33319

5. Florida address:

    Street/Post Office Box: 3500 N. State Road 7
    City: Lauderdale Lakes
    State: Florida
    Zip: 33319

6. Structure of organization:

    ☐ Individual   ☒ Corporation
    ☐ Foreign Corporation   ☐ Foreign Partnership
    ☐ General Partnership   ☐ Limited Partnership
    ☐ Other,

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- 2 -

7. **If individual,** provide:

    Name: Not Applicable
    Title:
    Street/Post Office Box:
    City:
    State:
    Zip:
    Telephone No.:
    Fax No.:
    E-Mail Address:
    Website Address:

8. **If incorporated in Florida,** provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: P02000030992

9. **If foreign corporation,** provide proof of authority to operate in Florida. The Florida Secretary of State corporate registration number is: Not Applicable

10. **If using fictitious name (d/b/a),** provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida. The Florida Secretary of State fictitious name registration number is: Not Applicable

11. **If a limited liability partnership,** please proof of registration to operate in Florida. The Florida Secretary of State registration number is: Not Applicable

12. **If a partnership,** provide name, title and address of all partners and a copy of the partnership agreement.

    Name: Not Applicable
    Title:
    Street/Post Office Box:
    City:
    State:
    Zip:
    Telephone No.:
    Fax No.:
    E-Mail Address:
    Website Address:

13. **If a foreign limited partnership,** provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable. The Florida registration number is: Not Applicable

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- 3 -

14. Provide **F.E.I. Number**(if applicable): 300080098

15. Who will serve as liaison to the Commission in regard to the following?

    (a) The application:

        Name: Jeanette Garcia
        Title: Project Manager
        Street name & number: 3500 N. State Road 7
        Post office box:
        City: Lauderdale Lakes
        State: Florida
        Zip: 33319
        Telephone No.: 954-714-8890 x 7133
        Fax No.: 954-714-8895
        E-Mail Address: jgarcia@clertech.com
        Website Address: www.clertech.com

    (b) Official point of contact for the ongoing operations of the company:

        Name: Manetirony Clervrain
        Title: President
        Street name & number: 3500 N. State Road 7
        Post office box:
        City: Lauderdale Lakes
        State: Florida
        Zip: 33319
        Telephone No.: 954-714-8890 x 5001
        Fax No.: 954-714-8895
        E-Mail Address: monti@clertech.com
        Website Address: www.clertech.com

    (c) Complaints/Inquiries from customers:

        Name: Philipe Jean Jacques
        Title: Operations Manager
        Street/Post Office Box: 3500 N. State Road 7
        City: Lauderdale Lakes
        State: Florida
        Zip: 33319
        Telephone No.: 954-714-8890 x 5010
        Fax No.: 954-714-8895
        E-Mail Address: jjphilipe@clertech.com
        Website Address: www.clertech.com

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- 4 -

16. List the states in which the applicant:

(a) has operated as a Competitive Local Exchange Telecommunications Company.

None

(b) has applications pending to be certificated as a Competitive Local Exchange Telecommunications Company.

None

(c) is certificated to operate as a Competitive Local Exchange Telecommunications Company.

None

(d) has been denied authority to operate as a Competitive Local Exchange Telecommunications Company and the circumstances involved.

None

(e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

None

(f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

None

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- 5 -

17. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent (and not had his or her competency restored), or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. If so, provide explanation.

No

(b) granted or denied a competitive local exchange certificate in the State of Florida (this includes active and canceled competitive local exchange certificates). If yes, provide explanation and list the certificate holder and certificate number.

No

(c) an officer, director, partner or stockholder in any other Florida certificated or registered telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

No

18. Submit the following:

(a) Managerial capability: resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

(b) Technical capability: resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance.

(c) Financial Capability: applicant's audited financial statements for the most recent three (3) years. If the applicant does not have audited financial statements, it shall so be stated. Unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer affirming that the financial statements are true and correct and should include:

    1. the balance sheet,
    2. income statement, and
    3. statement of retained earnings.

Note: This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.

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- 6 -

THIS PAGE <u>MUST BE</u> COMPLETED AND SIGNED

REGULATORY ASSESSMENT FEE: I understand that all telephone companies must pay a regulatory assessment fee. Regardless of the gross operating revenue of a company, a minimum annual assessment fee, as defined by the Commission, is required.

RECEIPT AND UNDERSTANDING OF RULES: I acknowledge receipt and understanding of the Florida Public Service Commission's rules and orders relating to the provisioning of competitive local exchange telecommunications company (CLEC) service in Florida.

APPLICANT ACKNOWLEDGEMENT: By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide competitive local exchange telecommunications company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, **"Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."**

Company Owner or Officer

Print Name: Manetirony Clervrain
Title: President
Telephone No.: 954-714-8890 x 5001
E-Mail Address: monti@olertech.com

Signature: _____   Date: 4/25/08

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- 7 -

CERTIFICATE SALE, TRANSFER,
OR
ASSIGNMENT STATEMENT

As current holder of Florida Public Service Commission Certificate Number   , I have reviewed this application and join in the petitioner's request for a

☐ sale

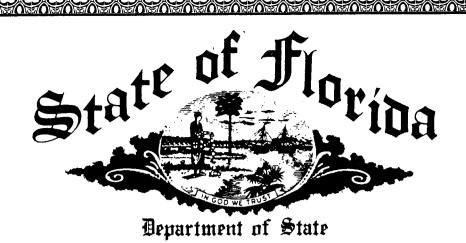☐ transfer

☐ assignment

of the certificate.

Company Owner or Officer

Print Name: Not Applicable
Title:
Street/Post Office Box:
City:
State:
Zip:
Telephone No.:
Fax No.:
E-Mail Address:

Signature:_____   Date:_____

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- 8 -

State of Florida

Department of State

I certify from the records of this office that CLERTECH.COM.INC. is a corporation organized under the laws of the State of Florida, filed on March 15, 2002.

The document number of this corporation is P02000030992.

I further certify that said corporation has paid all fees due this office through December 31, 2006, that its most recent annual report/uniform business report was filed on July 9, 2006, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

DOCUMENT NUMBER-DATE
03554 MAY-1 80

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capitol, this the
Fifth day of September, 2006

Sue M. Cobb
Sue M. Cobb
Secretary of State

CR2E022 (01-06)

JEANETTE GARCIA

1301 North 58th Avenue, Hollywood, Fl. 33021

(954) 889-4670

jeanettedevin@yahoo.com

Objective: To obtain permanent employment with an established organization where I can utilize my technical and administrative expertise.

Proficient in Spanish & English	AS 400	Meeting Minutes
All Microsoft XP Applications	Visio Professional	RFP
A/P & A/R	Customer Service	Human Resources

EMPLOYMENT SYNOPSIS

Clertech.com, Inc., Lauderdale Lakes, Fl.   **Feb. 2008 – present**
Project Manager

- Works collectively with facility executives and business leaders in the development of capital and operating budgets for all projects and services in conjunctions with the IT department.
- Funnels proposals through client governance processes and Clertech Systems project initiation guidelines
- Responsible for resource, financial, quality and risk planning for all assigned projects
- Works with Senior leadership for strategic and tactical planning for the organization
- Provide balanced representation of all stakeholders to include Local Facilities, Client Central Business Office and Clertech Corporate Systems or (CCS)
- Chairs with the IT Committees within a specific facility, demonstrating and understanding the facilities' technological needs as well as exploit existing and new technologies which are aligned with the needs and strategies of the client

Sail-Away Cruises & Tours, Cooper City, Fl.   **Feb. 2002 – Dec. 2007**
Business Manager

- Controlled the business finances; Accounts Payable and Accounts Receivables
- Created a personnel policy, OSHA policy and directed office personnel
- Purchasing and Vendor primary contact
- Presided over the financial aspects of the final sale of the business

Technion Communications Corp., Tamarac, Fl.   **Jun. 1995 –Sep. 2001**
Human Resource Manager

- Responsible for the recruitment and supervision and performance evaluation of program, administrative and payroll staff.
- Provided training to enhance workplace performance at all levels of staffing.
- Nominated as Training Coordinator for the providing training as the a trainer or contracting with relevant professionals to provide training in the areas of culturally relevant services, professional ethics and law, and areas of professional development as requested by staff members.
- Concurrently completed a two-year certificate program in Organizational Development and Leadership as the recipient of a merit scholarship by the Microsoft Corporation.
- Leadership in the setting and achieving of strategic and organizational goals.
- Established training programs for staff in regard to all aspects of workplace performance and professional development.

EDUCATION

Masters of Science - Human Resource Management 1983-1985
Lubin School of Business, New York, N.Y
Bachelor of Science - Professional Communications 1980 -1983
Pace University, New York, N.Y.

REFERENCES

Furnished upon request

Matthew D. Broch

8826 Spinner Cove Lane
Naples, FL 34120

matt@biztechnologyconsulting.com
http://www. biztechnologyconsulting.com

Home: (239) 653-9195
Cell: (352) 246-5138

Objective   To obtain a challenging position as a software architect, systems design consultant or project leader, designing and developing cutting-edge applications for today's technologically driven market.

Education   **Bachelor of Science, Computer and Information Science**   Aug. 1998 – July 2001
University of Florida, Gainesville, FL
Barry University, Miami Shores, FL   Aug. 1996 – May 1998

Industry Experience

Senior Software Engineer / Architect, Clertech.com, Inc, Lauderdale Lakes, FL   Dec 2007 – Present
- Designing ERP System to support Clertech.com family of companies
- Documenting business processes in order to facilitate ERP development
- Designing site maps for web-facing systems
- Developing and implementing enterprise architecture for SQL Server
- Implementing and integrating automated employee time tracking system
- Developing prototypes for integration with MS Dynamics using eConnect
- Managing development of ERP System
- Interviewing and recommending staff for development team

Senior Software Engineer / Architect, Regions Financial Corp, Montgomery, AL   Sep. 2002 – Feb. 2008
- Integrating FileNET imaging solutions for two major bank mergers
- Designing / developing cross-platform n-tier image distribution solution in C#, allowing enterprise-wide FileNET integration
- Spearheading implementation of SQL Reporting Services
- Managing development of Imaging applications using C# and VB.NET
- Developing reusable components using C#, VB.NET and VB6
- Architecting / Developing JSP application for FileNET image retrieval
- Acting as mentor to other developers
- Working on rewrite of Regions Mortgage Accounting System using VB6
- Architecting / Developing Change Request Application using VB.NET
- Architecting / Developing Service Request System using ASP.NET
- Managing SQL Server 2000 Environment for Regions Mortgage
- Acting as Technical Analyst for Regions Mortgage Development Projects
- Implementing Source Control System for Regions Mortgage

Software Engineer, Liberty Medical Supply, Port St. Lucie, FL   Aug. 2001 – Sep. 2002
- Developing a system for automating product return process using VB6
- Working as co-developer of a pharmaceutical dispensing system in VB6
- Developing VB/Access reporting architecture for company wide use.
- Developing mission-critical applications for order processing.
- Developing reusable components for implementation in many systems.
- Architecting and maintaining SQL Server 2000 databases.
- Implementing all phases of the SDLC in development process.

Network Administrator, Law Offices of Eilon Krugman-Kadi, Gainesville, FL   Feb. 2000 – Dec. 2000
- Administering a Windows NT network with Windows 98/2000 PCs.   May 2001 – Aug. 2001
- Installing and maintaining virus protection and Internet firewall software.
- Developing a database application for client and case information.
- Maintaining and supporting all critical applications.
- Interacting with office staff to solve computer problems on a daily basis.

Software Engineer, NeuroDimension, Inc., Gainesville, FL   Aug. 2000 – May 2001
- Developing a neural network for the control of patient ventilation systems at Shands Hospital in Gainesville.
- Designing databases to hold patient information and medical data for mathematical analysis
- Establishing communication with the various medical devices through

RS-232 protocol.

- Developing a GUI that allows the doctors to review the patient's status on a real-time basis. This includes real-time plots of the patient's breathing parameters as well as numerous calculations based on the acquired data.

Software Engineer, Connections for Business, Inc., Hollywood, FL   June 1996 – Aug. 2000

- Working as part of a 6-person team to develop, maintain, and support FlexTour™, a product targeted to the travel industry.
- Taking client applications through the entire development cycle, from initial design to implementation and installation.
- Developing various reports for the FlexTour™ system in Crystal Reports.
- Designing, installing, and supporting customer software systems.
- Debugging and providing customer support for an invoicing application.

Technical Skills

- **Programming:** VB.NET, C#, ASP.NET, AJAX, VB6, VBA, VB Script, Java, JavaScript, HTML, CSS, XML, XSLT, ASP, JSP, SQL, ADO, DAO, SQL-DMO, COM, DCOM, SOAP, ActiveX, ISRA

- **Database Experience:** SQL Server 2000/2005 Administration and Programming, Microsoft Access, MYSQL, Oracle

- **Operating Systems:** Windows 2000, XP, Vista, 2000 Advanced Server, 2003 Server

- **Other:** Crystal Reports, Microsoft SQL Reporting Services, InstallShield, Harvest, SourceSafe, FileNET Image Services, JBoss, WebSphere, IIS

Joaquín Fagundo

6340 W. Falcons Lea Dr • Davie, Florida 33331
954-376-3622 • 305.345.3450
jfagundo@comcast.net

INFORMATION TECHNOLOGY MANAGEMENT PROFESSIONAL

Executive with over 15 years in the technology sector who is energetic and a forward-thinking individual with hands-on team leadership and technical prowess. Highly developed communications skills, and years of success assisting clients in increasing operating efficiencies and lowering costs to improve bottom-line results.

- Infrastructure Design & Implementation
- Budget & Cost Control
- Proposal Development & Analysis Consulting
- Strategic Planning & Integration
- Project / Program Management
- Client & Personnel Management

An Adept team player and autonomous producer who identifies opportunities and consistently meets management client goals and objectives. Proven ability to manage projects of all scales from inception through delivery. Offer a hands-on, common-sense approach towards project development and problem solving with exceptional customer service influencing skills to empower workforce professionals and support valued customers. Fluent in Spanish, proficient in Portuguese.

CAREER TRACK

PROJECT MANAGER   11/2007 - PRESENT
CLERTECH.COM, INC   Lauderdale Lakes, Florida

Spearhead the design and development of the company's infrastructure to support numerous business models based on Web Hosting, Financials, E-Commerce, Telecommunications and Consulting services. Create and maintain IT budgets and oversee all day-to-day IT operations. Play lead role over IT Staff and projects.

- Build Clertech's hosting environment within Level 3, XO Communications, Quest and Global Crossings Data Centers.
- Build 2 Call centers within the US and India to support Clertech's business umbrella.
- Build business relationship with Tier 1 broadband carries such as AT&T, Verizon and Bellsouth to provide DSL and Wireless services for residential use throughout the US and international markets.
- Content management and technical writing of all IT operating procedures to support the different business models.

SR. PROJECT MANAGER/CONSULTANT   01/2007 – 11/2007
VERACITY MANAGEMENT GROUP   Miami Lakes, Florida

Oversee on time development of large scale infrastructure and design projects, including Data Center design and build for clients such as University of Miami, Miami Dade Schools, Bayview Financial, and Walt Disney. Work closely with clients to identify business requirements and negotiate contracts to meet budget. Manage day-to-day operations of departmental teams.

- Spearhead all design and implementation efforts of Bank United's $9 million global Data Center build out.
- Manage company's client budgets in excess of $5 million.

DIRECTOR OF INFORMATION TECHNOLOGY - GLOBAL   10/2004 - 01/2007
DANTZLER INC.   Miami Lakes, Florida

Spearhead all efforts of the Information Technology and Telecom department for a $550 million import and export company that comprises of 8 offices and 78 warehouses throughout the US, Caribbean and Latin America. Streamline working environment by establishing technical and operation standards. Manage a $2 million budget development and direct a team of 6 and over 10 multi disciplined contractors across corporate and multiple geographical locations. Apply best practice to multi phased, cross functional projects utilizing Prince 2 and Rational Unified Process (RUP) methodologies. Play role in steering committee, contributing to the definition of key strategic business objectives leveraging company's capability.

- Responsible for Oracle E-Business suite migration with financials, manufacturing, CRM, warehousing, inventory and asset management modules from an SQL Legacy system to increase revenues to over 20% yearly.

- Improved system security by adding intrusion detection and network monitoring, reducing-security related helpdesk calls by 65%.
- Chief Consultant on technology to the CEO and Executive team.
- Implemented a global Avaya VoIP solution that drastically saved on local and long distance calling.
- Planed and executed a migration of business critical systems to a Co-Location Datacenter that helped maximize production time to more than 99%. Additionally, designed company wide disaster recovery plans and procedures for business continuity.
- Rebuild of technology infrastructure from an enterprise level to help maximize proficiency and fault tolerance. This included network selection, systems design, desktop platforms and developed standard software policies.
- Negotiation of all telecommunication contracts that saved over $150K in the first fiscal year.
- Introduced and managed key vendor relationships that saved over 15% of the company's technology expenses.

DIRECTOR TECHNOLOGY SERVICES
3/2002 - 10/2004
ADVANCED DIGITAL NETWORKS / ADN INC.
Miami, Florida

Play key role designing and managing systems development initiatives for a range of companies, with strong emphasis on system architecture, voice, data and corporate security, and infrastructure design solutions for a broad range of industry clients. Oversee projects from conception through delivery, with additional duties encompassing account management, contract development and negotiations, pricing, budget development, policy and procedure and auditing and vendor management to ensure projects meet specific client requirements. Consistently deliver projects on time and within budget. Use of multi tasked project management methodologies to assist in planning and tracking progress to help circumvent problems.

- Act in role of IT Director for the Roney Palace Beach Resort, managing and directing a $2.3 million project consisting of Network Infrastructure and Telecommunications. Build and manage 3 technical teams consisting of 9 members with required expertise to meet specific project requirements. Oversee development cycles and implement risk management procedures. Additional accomplishments include, working directly with executive business management encompassing budget planning, data and security policies and corporate enterprise intrusion detection models through the use of Cisco and related hardware and software. Designed multiple network domain models and user security implementation in a range of key platforms including Microsoft, UNIX and AS400.
- Work closely with General Contractors and Engineers to design blueprints and assist with obtaining permits that meet specifics project requirements; specializing on new builds.
- Play lead role in developing RFPs to meet client cost factors, and identifying and winning new business opportunities through adept marketing and presentation leadership and managed software and hardware vendor relations.
- Develop low voltage cabling infrastructure plans, including Cat 3, Cat 5, Cat 6, Coaxial, and Fiber / FDDI format with complete records of certifications and documentation. Develop, implement, and administer efficient networks.
- Managed SAP Business Suite implementation with ERP integration and manufacturing, asset management, POS and supply chain and product lifecycle management. Implemented governance, risk and compliance strategies to meet client objectives.
- Provide effective leadership to support company clients' telecommunication requirements within network infrastructures. Develop systems and manage VoIP telecom solutions including Avid and Avaya voice over frame, T1, T3 and DS3 circuit provisioning.
- Build NOC infrastructures and Datacenters for secure operations in large-scale environments. Network features include leading-edge security, firewalls, servers, audio/video, wireless, and remote access tools.

DIRECTOR OF BUSINESS DEVELOPMENT
1/2001 - 2/2002
DATAVOX TECHNOLOGIES INC.
Miami, Florida / New York, NY

Managed and oversaw on-time development, implementation, and configuration of large-scale integration projects for high-profile clients, including Doubleclick.com, NY Federal Reserves, HotJobs.com, ABN Amro Bank, and Banco Popular.

* Worked closely with clients to identify business requirements, created and negotiated contracts and pricing structures, and played key role in new business development efforts to successfully grow revenues and increase market share significantly.

- Played lead role over The Shore Club during the development of a Network Operations Control Center (NOC), consisting of the design and implementation of a $7.4 million global infrastructure project. Managed day-to-day operations and client relationships and hired and retained staff while fostering productivity, quality and initiative of 15 team members. Additional accomplishments included system security policy deployment, business continuity and disaster recovery.

- Hands-on leadership efforts included implementing architecture design and deployment of VPN, T1/T3, VoIP, FDDI, FR, and ATM infrastructure.

- Oversaw purchasing, installation and configuration of network department including LAN / WAN design, security and data policies and corporate systems protection. Implemented and redesigned multiple platform network architectures within Windows 2000 and Windows 2003 Active Directory, Novell, and UNIX environments. Provided messaging collaboration and deployment of MS Exchange 5.5/2000/2003 and Lotus Notes Domino Server.

CUSTOMER CARE DIRECTOR   3/1999 - 1/2001
ROYAL CARIBBEAN / CELEBRITY CRUISE LINES   Miami, Florida

Managed a 2nd and 3rd level support team providing network support services in a multiple domain and platform environment for 2,500+ users. Ensured 24/7 service through proactive issue, identification and resolution, and end-user training. Provided personal oversight of daily backup and restore routines in ADSM and ArcServe in a Storageteck enterprise robotic 9310 and 9710 environment. DHCP, DNS, WINS ,TCP/IP implementation and management, and SMS Server administration and support. Additionally, managed Shiva and VPN administration for 200+ dial-in remote users.

- Implemented a knowledge base system to improve helpdesk trouble ticket functions, designed improved network security policies and standards meeting stringent corporate guidelines, and guided Citrix WinFrame and MetaFrame server environment design, implementation, and administration.

SENIOR NETWORK BUSINESS SYSTEMS ANALYST   1997 - 1999
JACKSON MEMORIAL HOSPITAL / UNIVERSITY OF MIAMI   Miami, Florida

PROJECT MANAGER   1996 - 1997
FLORIDA POWER AND LIGHT (6 MONTH CONTRACT)   Miami, Florida

DIRECTOR OF HARDWARE AND SOFTWARE INTEGRATION   1994 - 1996
JES HARDWARE SOLUTIONS   Miami, Florida

NETWORK MANAGER   1988 - 1994
GENERAL MOTORS INTERMODAL TECHNICLE SERVICES   Miami, Florida / New York, NY / Detroit, Michigan

EDUCATION AND PROFESSIONAL CERTIFICATIONS

MIAMI SPRINGS SENIOR HIGH   1990
HIGH SCHOOL DIPLOMA

BICSI INTERNATIONAL   2001
SPECIALIZED TELECOMMUNICATIONS TECHNICIAN LICENSE

ECPI COMPUTER INSTITUTE   2003
ASSOCIATES DEGREE IN COMPUTER ENGINEERING

MICROSOFT CORPORATION   2000
MICROSOFT CERTIFIED ENGINEER (MCSE)

KAPLAN UNIVERSITY   2008
PROJECT MANAGEMENT CERTIFICATION (PMI) – IN PROGRESS

REFERENCES AND FURTHER DATA PROVIDED UPON ESTABLISHMENT OF MUTUAL INTEREST

Novell

Microsoft Certified
Professional
Systems Engineer
+ Internet

Cisco Systems

CCNA

MCP#: **684670**

Frank J. Eagles Jr.

3873 W. Commercial Blvd., Tamarac, FL 33309 • (954) 733-6644 X1969-H (443) 857-2227-Cell • E-mail Address: FJEaglesJr@AOL.COM

Objective

To obtain a position as Senior Systems Engineer, Unix Administrator or Windows NT/Novell Systems Administrator, Web Developer, Senior Web/Graphics Designer, Help Desk Manager for a result-oriented organization where my skills, training, background experience and education will further logical organizational goals and where upward mobility is based on accomplishments, hard-work and constant technical self-improvement.

Work Experience

• Senior Network Engineer & Infrastructure Design - November 2007 to Present
• ClerTech.com Inc. – Lauderdale Lakes, Florida

Responsibilities included designing & building an internal network and computer system for an ISP. Maintaining and supporting the older legacy system and trouble-shooting user desktop problems. Researched and Implemented a new Windows 2003 server network which included deployment of Microsoft Exchange, SQL, MOM 2005, ISA, Sonic Fire Wall, various Cisco routers and switches.

Helped in design and implantation of 200 user call center, assisted in development of high-speed data center and provided input for company progress.

• Information Technology Manager - September 2004 to August 2007
• Baltimore Convention Center - Baltimore, Maryland

Responsibilities included 24/7 support for Windows 2000/2003 LAN and Exchange 2000 server. Included support for hardware/software issues related to End-User desktops including, hard drives, digital cameras, scanners, FAX machines and specialized End-User devices. Created and maintained Symantec "Ghost" copies of all critical desktops and non-server IT assets. Created "Rapid Restore System" for desktops allowing full OS recovery in 3-5 minutes from HD-crash or BSOD. Designed and implemented remote login, VPN, secured-remote email and time entry system for employees traveling or working from home.

Configured Cisco PIX routers for VPN connection to mayor's office computers/network and ADT payroll system. Setup Citrix server for remote connection to associated tourism agencies which included Baltimore Visitors & Convention Center and Mayor's Office of Tourism. Maintained database for

Concentrics software and Microsoft SQL servers. Relocated and upgraded entire LAN and email system. Installed Cisco WiFi routers and configured users access.

• Senior LAN/WAN Engineer - July 1999 to September 2004
• *Bennett Technical Services - Rockville, Maryland*

Responsibilities included building, installing and configuring 61 Novell 4.X servers, 33 Windows NT servers and making various hardware and software repairs to servers and workstations damaged during civil war & rioting at the Monrovia Port Authority (MPA) in Liberia, North Africa. Five-month project included reinstallation of some CAT 5 cabling, system repairs, firewall installation, end-user classes and classes for system administrators.

Assisted in installation of Sonet Wall Pro Firewall, Raycon Intranet server/software & SQL server 6.5 production. Installed PC DOCS server, IIS 3 server and assisted in upgrading HP UNIX from 1010 to 1020. Completed RAID 5 configurations and DAT backup for critical data servers. Managed installation of FDDI, CISCO 2500 routers, switches and digital hubs. Assisted in GroupWise 5.52 and GroupWise server installations. Provided MPA with documentation of network history, updates/upgrades, bug fixes, schematics, instructions for custom installations using Visio 5.0 and Net Draw 2.0. Established DUN for internet connectivity, with local ISP, for users who required web access using Wingate 3.0 to minimize the need for a large number of modems or dedicated phone lines. Converted existing Token Ring network infrastructure, subsequent hardware and NIC's to Ethernet. This included the removal of CAU's, MAU's, Bridges and Repeaters which were replaced with routers, hubs, switches and CAT 5.

• Senior LAN/WAN Engineer - October 1998 to July 1999
• *Info Pro Incorporated – Silver Spring, Maryland*

Responsibilities included acquisition, building, configuration, integration & performance monitoring & tuning approximately 130 Novell 4.X & Windows NT 4.0 Enterprise servers for state-wide deployment in Maryland Department of Social Services field sites. This project included connecting Cisco 2500/2600 series routers, bridging multiple server segments/domains and retrofitting older Windows NT servers with Novell 4.X systems. Support for data migration, minimized downtimes, virus definition upgrades and Microsoft service packs on various platforms was provided. Provided additional support for Dell 2600 series servers & IBM desktop workstations.

Served in role as lead project manager documenting and setting the standards for project rollout. Completed level 3 Y2K testing on all workstations and servers. Provided Citrix 1.7/1.8 installations for remote access, and supporting servers, not being replaced. Worked as adjunct Novell Administrator establishing user accounts, e-mail accounts, resolving configuration problems, migrating user desktops and providing minimal hands-on training at the user level on site for new office software packages.

Updated workstations to include newest Novell client, video drivers, Microsoft Office 97 updates, virus definitions, Novell GroupWise Client and Microsoft Internet Explorer 4.01. Configured individual Windows NT 4.0 workstations to use the statewide intranet. Provided additional level 3 support for remote sites state-wide to include workstation support, router & server configurations, NDS tree structure problems.

• Senior LAN/WAN Engineer - March 1997 to October 1998
• *SETA Corporation/Social Security Administration - Baltimore, Maryland*

Responsibilities included design acquisition, capacity planning, configuration, integration & performance monitoring & tuning of hardware software applications, networks and operating systems in a multi-platform environment; Install, support and administer Microsoft NT and NetWare operating systems; Perform problem diagnosis and for LAN connected devices; Provide expert support on the PC hardware platform, Installed and supported DOS, OS/2, Windows 95/98 and Windows NT 4.0; Support LAN administrative activities; Supported software distribution activities; Evaluation of new software and

hardware; Initiated project to automate and remotely monitor various procedures using SMS and NetWizard; Provided disaster recovery plan and oversee and supply support for the ARCserve backup scheme, data security and RAID fault tolerance to ensure reliable backups.

Assisted in management and administration agency's Internet E-mail gateways and Unix mailhubs; Ensure end-user Internet e-mail connectivity; Troubleshoot Internet e-mail problems help-desk tickets; Installed & Configured Ethernet/Token Ring Network Cards; Added new users to network; Assigned security protocols & rights to users; Wrote login scripts, backs up the server/network; Installed applications on workstation & the network; Configured routers & checked hubs connections; Detected and removed of end user virus profiles; Setup new user workstations; Installed print drivers; Completed trouble-shooting for workstation and server problems using Fluke Meter & Network Sniffer; Trained end-users on basis functions of NS Elite, MS Office 98, Microsoft Project 98 & MS Exchange; Assisted users in software & hardware installs, configuration problems, workstation upgrades and questions regarding internet connectivity.

Created & authored scripts for Perl 5, CGI, NS Elite and NetWare for login automation to the network, mainframe and web server; Provided support for web database creation using Cold Fusion 3; Utilized graphics software such as Adobe Photoshop, Adobe Illustrator and Front Page 98 to assist in Intranet & Internet website design; Utilized agency mainframe "help desk type" software system (PMTS) to track, control, manage, and solve end-user and 3rd level network problems for Novell, Windows NT and Windows 95 operating systems; Provided SSA campus wide support for Novell, Windows NT and OS/2 computers including internet configurations, hardware & software conflicts; Provided advanced trouble shooting, 24-hour and weekend on-call support.

• **Windows NT Technician - September 1996 - March 1997**
• *ManPower Tech/Electronic Data Systems (EDS) - Baltimore, Maryland*

Supervised technicians in both the Maryland and New Orleans, LA divisions of Domino Sugar; Provided technical support for all Domino Sugar LAN/WAN and PC operations migration from Windows 3.X to Windows NT 3.51; Supervised the data-entry Associates and Lead Computer Operator staff; Managed local CRS database server; Other duties included planning, designing, purchasing and installing all LAN/WAN and PC hardware and software; Assisted with the management of centralized *Help Desk*, using Heat 4.0 & Magic Support software, to support end-users and remotely located technicians; Lead project implementation of new users systems training technicians on installation of new user systems ensuring data security procedures; Developed and maintained disaster recovery plans, system modification and upgrades; Provided end-user training on basic PC skills, new software installed and logon/logoff procedures for NT.

Provided support for 12 LANs attached to IBM mainframes & HP 9000 servers, as well as peer to peer connectivity to other LANs and AS/400 systems; Supported installation, configuration and support of workstations, bridges, routers MAU's, CAUs, LAM's, modems token ring cabling, as well as some 10/100 based Ethernet systems; Configured computer network protocols, installed software, migrates end-user data to new systems; Configured and completed trouble-shooting of printer, modem and scanner hardware devices, performed upgrades to RAM, hard drives, cache, CD ROM Drives; Upgraded system BIOS, Performed custom hard drive partitions, instructed end-user on basic operations of computer hardware and software; Ran system checks to insure BIOS/CMOS integrity. Configured Windows 95, Windows NT 3.51, Rayon routers, the Ingres database on secure LAN/WAN.

• **Computer Network Technician - August 1993 to August 1996**
• *Hi-Teck Computer Systems - Decatur, Illinois*

Built computers from motherboard up to installing various peripherals including modems, sound cards, CD Recorders, controller cards, video cards, CD ROM devices, floppy drives and other specialized hardware devices; Installed both Ethernet and Token Ring Network Cards; Setup TCP/IP protocols, user

accounts and privileges, domain creation of PDC/ BDC under Windows NT environment.

Wrote scripts for user accounts, login protocols and access privileges on Novell 3.11 Server; Completed system & data migration from Win 3.11 to NT 3.51; Setup user accounts on Igres Open Road, MMR, Attachmate, and Accounting software for mainframe use and direct network interaction; Produced scripts & configurations for TCP/IP (account and Internet), DNS, NetBEUI, Net-Aware and Apple Talk as well as SNMP security; Installed NTFS and FAT file systems, dual boots, RAS and FTP services to workstations and server; Installed cc:Mobile on user's laptops so remote network and mainframe access could be accomplished, Wrote NetWare login scripts for specialized users (users with disabilities or handicaps), this included text to speech software and voice recognition for visually impaired end-users; Maintained server Recognition for 3.x and 4.x servers with NT 3.51; Provided system software/hardware checks & trouble shooting.

Installed various software packages which include, MS Office Professional, Netscape, Winzip, Pkunzip, Lotus Smart Suite, Novel (Corel) Office Pro, MS Access, Adobe Photoshop and Quark Xpress; Installed IBM & LOTUS Webserver software for Intranet and Internet; Designed Websites using HTML, SGML, CGI and some JAVA; Produced flyers, coupons and news releases about company's products and services.

• **Telecommunications (MI)/Photographer/Journalist/ - June 1977 to December 1986**
• *UNITED STATES ARMY - US & overseas duty stations. (E-7 Hon. Discharge).*

Served as computer & telecommunications specialist handling top-secret information & encrypted data; Maintained classified documents; Trained on SDOS/KL7 and also performed trouble shooting & installing hardware; Installed various software programs & teaching basic computer classes as they applied to military intelligence security.

Served as editor for weekly & monthly military newspapers; Wrote various articles and photographed various subjects for publication; Part-time staff photographer for Stars & Stripes Newspaper; Supervised 12 person media staff. Taught computer word processing & graphics software classes; Shot & developed black & white film.

Skills Sets

Skill Sets: Operating System software experience includes installation and supports of NT Server/Workstation 3,51 to 4.0 • HP's 1010/1020 Unix administration/IBM AIX • DOS versions 2.1 to 6.22 • Novell versions 3,11 to 4. 12 • Windows 95 & Windows 98 • PC workstation experience includes installing and configuring IBM, NEC, AT&T, Dell, Zenith, WIN and HP system units • Hardware experience includes installation and support on MAU's, CAUs, DSU, DDI, FDDI, Token Ring & Ethernet cabling • Experience with protocols like TCP/IP, SPX/IPX, and DLC • Printer experience IBM HP, Canon, Epson, Fujitsu and OTC printers • Installed and configured bridges (hardware & software) and routers • Installed and configured DHCP, RAS and WINS servers • Installed and configured various servers and combinations of servers including database servers including Oracle 6 • Administrator for UNIX mailhubs, Internet gateway, FTP sites and Firewalls • Installed configured various e-mail systems including Lotus cc:Mail, cc:Mail Gateways, Microsoft Exchange Server and MS Outlook (97&98), cc:Mail to Exchange Server 5.5 with an Outlook client • Programming languages include: QBASIC, Visual Basic 5, Perl 5, CGI & Java scripts, Unix server scripts, Dynamic HTML, some JAVA/JAVA applets, PageMaker 6.5 programming and Macromedia Director LINGO. • Other skills include: Complete working know of: Adobe PhotoShop, Adobe PageMaker, Adobe Illustrator, Adobe PageMill, Adobe Image Styler, Adobe FrameMaker + SGML, Macromedia Freehand 8.0, Macromedia Extreme 3D • Winzip, PKUNZIP, ARJ, RAR, ACE, TAR, Robo Help 6.0, NetObjects Fusion 4 • Completely familiar with Year 2000 compliance standards and testing procedures • Highly knowledgeable in Anti-Virus Protection, Data Security, Data Migrations from various Operating Systems and e-mail platforms.

Education

• **Masters of Science - Information Systems Technology 1993 - 1996** *(Network System Integration, Unix & Internet Firewalls)*
University of Illinois - Champaign, Illinois

• **Bachelors of Arts - Journalism (Mass Communications) 1989 - 1991**
Southern University A & M College - Baton Rouge, LA

• **Bachelors of Science - Secondary Education (English) 1986 - 1989**
Southern University A & M College - Baton Rouge, LA

• **Associate of Science - Criminology 1978 - 1980**
University of Maryland - Munich, West Germany

Certifications/Training

• **Cisco Certified Network Associate (CCNA)**, *Cisco Systems Inc., (March 1999)*

• **Microsoft Certified Systems Engineer (MCSE)**, *Microsoft Corporation, (June 1998)*

• **Microsoft Certified Professional + Internet**, *Microsoft Corporation, (June 1998)*

• **Microsoft Certified Professional (MCP)**, *Microsoft Corporation, (December 1997)*

• **Certified Novell Engineer (CNE)**, *Novell Corporation (September 1997)*

• **Local Area Networks, Learning Tree International**, *Reston VA (January 1997)*

• **Dynamic HTML+ (CGI/JAVA Script)**, *Learning Tree International, Reston VA (March 1997)*

• **Advanced Adobe Photoshop (ACE)**, *Howard Community College (June 1997)*

• **Internetworking**, *Learning Tree International, Reston VA (December 1996)*

• **Open Systems**, *Learning Tree International, Reston VA (December 1996*

• **Certified Novell Administrator (CNA)**, *Novell Corporation (April 1995)*

• **Additional Microsoft Certified Training**: *Windows NT 4.0 Workstation & Server, TCP/IP, SMS 1. 2, SQL Server 6.0, Exchange 5.5, Windows 95, FrontPage 97 and Internet Information Server 3.*

• **United States Army Training Schools 1977 - 1985**
Military Intelligence, Photography, Telecommunications, Journalism, Editor's Course, Paratrooper & Data Encryption, German.

•**Atlanta Institute of Art, Atlanta, Georgia 1980 - 1982**
Studio Photography & Computer Graphics (Macintosh)

•**Richland Community College, Decatur, Illinois 1993 & 1996**
Classes in Adobe Photoshop, HTML, Quark Xpress, PageMaker 6 and Advanced Layout & Typography

•Brainstorm CTA, Houston, Texas 1995 & 1996
Novell NetWare 3.x/4.x Courses, A+ Test, CNA Test (3.11)

References

• Furnished upon request.

Personal

• Secret security clearance, available for national & international travel.

Robert Bruck
Curriculum Vitæ

Educational History

Harvard University, Cambridge, MA   Feb. 1980
AB (Bachelor of Arts), *cum laude*, Engineering and Applied Physics

W.P. Davidson High School, Mobile, AL   May 1974
Valedictorian of graduating class of 534 students

Employment History

TekSystems, Fort Lauderdale, FL   Dec. 2007 – present
Software Architect, Software Engineer
Clertech.com, Inc.

- On permanent assignment to Clertech, designing a Corporate Information Technology infrastructure built around an ERP system. This system incorporates several major commercial software subsystems that solve the needs of different divisions within the corporation, including Microsoft BizTalk, Microsoft Dynamics GP, Microsoft Commerce Server, PEM Web Hosting, Finance Edge Leasing Software, Microsoft CRM, SQL Server, and others. BizTalk is used to orchestrate information exchange between the various software packages and to implement business processes within the organization.

Various Internet Properties, Boca Raton, FL   Dec. 1999 – Dec. 2007
Software Architect, Software Engineer
Wills.com, Inc.   Dec. 1999 – present

- Created first online document preparation system. Used ASP front end (Chili!Soft ASP on Apache server) to present questionnaire for people who need to create a Last Will and Testament. Once questionnaire is filled in online, uses Java Servlet and Java XML web services (JAX-WS) to create a PDF document from and XSLT template and an XML file created from the questionnaire. This Java-based backend document production is performed on the Linux Apache server using IBM Websphere Application Server (J2EE) and IBM MQSeries JMS message queuing. Client records are stored and maintained using Entity Bean Persistence with a SQL Server backend. Application was developed using the IBM VisualAge development platform, and later using open source Eclipse.
- Managed software development using Extreme Programming as supported by VisualAge and Visual Studio (short release cycles – Agile development, writing tests before coding, continuous integration, adherence to strict coding standards, model-driven service oriented architecture, etc.).
- Created internal software for Customer Relationship Management (CRM), initially using (and customizing) GoldMine, and later converting to Microsoft Dynamics CRM. Also created several .NET Framework and PERL utilities used by the salesroom for pricing and inventory, and to add advertising to the website.
- Acquired controlling interest in Wills.com in May, 2003, and managed a salesroom with as many as 25 salespeople. Eventually lost interest in advertising sales as I pursued other software development and as the manager I put in place to manage the salesroom moved to Panama.

BusinessPlans.com, Inc.   Oct. 2001 – May 2003

- Expanded online document preparation software to create business plans from information entered into the website. This involved running Microsoft Excel on the server and "mirroring" the user interface on the Internet client, using .NET Framework on the client and XML Web Services (SOAP). Also, further enhanced the Java server and XSLT template to be able to create business plans.
- Eventually sold my share of the domain name "BusinessPlans.com" in exchange for exclusive ownership of the server and client software created, and majority ownership of Wills.com, Inc.

LegalForms.biz.   Jan. 2001 – present

- Created a free, public service website that creates legal documents from templates that are stored on the website and forms filled out by the web user. This website contains thousands of legal forms and produces tens of thousands of forms per month. This website was used as a test bed for higher volume online document creation software, and was the first port of the document production server to Windows Server.

OLDP, Inc.   May 2001 – July 2006

- Created a system for law firms to use to create legal documents, including several key technologies. This software consists of hundreds of thousands of lines of code, mostly in C# and C++, and mostly designed, written, tested and debugged by me.
- **Legal Word Processor** – runs as a .NET Framework application on the client. Uses Microsoft Office GUI to integrate all of the OLDP technologies together into a system that is easy for MS Office users to learn. The word processor is internally based on XML, XSLT and PDF technologies from Wills.com.
- **Document Automation System** – Allows lawyers and legal secretaries to easily create templates that are later used to create legal documents. More advanced users can create templates for complex documents by including C# script and embedded ActiveX objects.
- **Online Client Database** – Templates are created by dragging "blanks" into a document to be filled in. When a document is created from the templates for one of the law firm's clients and cases, the information is stored on the OLDP servers through web services. The next document created for that client will automatically have much of the data filled in. All data is stored simultaneously on servers running SQL Server in multiple cities (using Transaction SQL), allowing full redundancy and 100% data availability.
- **Online Document Storage** – A firm's documents are stored online in redundant cities, and any document can be retrieved from the Internet server. This allows attorneys to work from home or while traveling as easy as being in the office. The document storage is secured by encrypting using a key that is stored on a small USB device. Nobody, including OLDP, can decrypt a firm's documents without the firm's key.
- Parts of the key technology were sold to Microsoft in July, 2006, and became Microsoft Office Online.

Concurrent Computer Corp., Ft. Lauderdale, FL   Dec. 1998 – Dec. 1999
Senior Engineer

Created Microsoft Windows video filters to display Video-on-Demand multicast video on Windows-based PC's, and developed networking software to distribute real-time video over IP and IP multicast. My primary responsibilities included writing Unix device drivers and communications servers to run on multi-cpu servers using Sun Solaris, and writing DirectX filters to run on Windows PC's. (http://www.ccur.com/vod_solutions.asp?s1=1)

Emerson Electric   Nov. 1988 – Dec. 1998
Fisher-Rosemount Systems, Burnsville, MN
Director Technologist

Technical director of a team of 50 software engineers that developed a Microsoft Windows based system for asset management of devices used in process control systems. (http://www.emersonprocess.com/ams/) This software was a very large C++ MFC application developed over a period of three years. I was involved in communications protocol standards development as the author of the HART communications protocol (http://www.hartcomm2.org/), Data Link Layer specification for the ISA SP-50 Fieldbus (http://www.fieldbus.org), and the US representative to the International Standards Organization ISO/IEC/WG 6 committee. Promoted and supported Rational Rose CASE tools within the organization and Rapid Application Development methodology. I was awarded a total of 13 patents for my work with Fisher-Rosemount and Micro Motion.

Micro Motion, Boulder, CO
Software Engineering Manager

Designed firmware, software and electronics for process controllers, flowmeters and densitometers. Implemented software engineering processes and standards and developed the prototype application that became the Asset Management System and led to my position as Director with Fisher-Rosemount Systems. I was a "working manager" which meant that I created and maintained Computer Aided Software Engineering (CASE) tools and systems, managed the release processes and source code control (PVCS), and implemented a software lifecycle (analysis, design, coding, testing, maintenance) system for software development. I also wrote embedded firmware

for the Micro Motion flow meters in C and Assembly language for 80xxx, 65xx, 68xxx and PIC microcontrollers. The Asset Management software was written in Visual BASIC for Windows PC's.

WaveFrame, Inc., Boulder, CO   Jan. 1986 - Nov.. 1988
Director of Software Engineering
Founder and creator a digital audio workstation , including a digital sampling music synthesizer and a digital hard disk recorder based on PC's with early versions of Microsoft Windows. The WaveFrame DAW was used to produce the soundtrack for movies such as Titanic, Gladiator, Independence Day, Air Force One and helped win the Oscar for Best Sound for Braveheart in 1996. This was a large C, MFC application, but also involved writing kernel-mode device drivers and implementing real-time communications protocols. (http://www.waveframe.com/)

NBI, Inc., Boulder, CO   Apr. 1984 – Jan. 1986
Staff Software Engineer
Technical lead of the "Windows" team that developed a full graphical user interface (similar to X-Windows, but long before it) for Unix System V. This windowing system was embedded into the Unix kernel – I and my team maintained the NBI Unix Kernel.

Otrona, Inc., Boulder, CO   Jan 1982 – Mar 1984
Software Engineering Manager
Developed the software for the Otrona Attache (http://www.tprthai.net/goldold.htm), a CP/M and MS-DOS computer. Also wrote the first IBM compatible BIOS for the first IBM PC compatible computer, the Otrona 2001. The software I wrote was primarily in Intel 80xx assembly language, but also created many tools in C.

Storage Technology, Corp., Louisville, CO   Sep. 1980 – Jan. 1982
Senior Software Engineer, Database Administrator
Developed internal software systems, including an automated warehouse and Unix device drivers for Storage Tech tape and disk drives. Among other projects, created an automated warehouse, including developing microcode for the cranes and conveyer used in the "kitting system" and integrated the system into the IBM VM / OS database. Software I created was mostly in C, Motorola 68xxx assembly, COBOL and SQL.

General Systems Group, Salem, NH   Sep. 1977 – Aug. 1980
Senior Software Engineer
Worked as a consultant developing software engineering methodologies and creating Database Management System language interpreter and B-tree storage system for a new Olivetti minicomputer to be used by the Danish Bank.

Harvard University, Cambridge, MA   Sep. 1977 - Feb. 1980
Teaching Fellow
Member of the teaching staff of introductory and intermediate electronics and software engineering classes.

University of South Alabama, Mobile, AL   Feb. 1976 – Dec. 1979
Software Engineer and Consultant
Responsible for many software development projects within the School of Medicine, such as firmware for a Light Microscope Scanning System, development of a cardiac catheterization laboratory, and development of computer-aided education systems. Also did computer modeling of the human heart for the Physiology department.

PHILIPPE JN-JACQUES

20471 SW 1ˢᵗ STREET
PEMBROKE PINES, FL – 33029
(954)914-9625

Objective

In search of a challenging career where financial analysis and management skills will be necessary to accomplish the daily task towards the organization's projected goal. This personal contribution will hopefully allow growth within the company

Profile

- *Experience in Public Relations and Group Presentation*
- *Superior Communication and Leadership skills*
- *Effective in maximizing productivity using of available resources*
- *Managerial expertise in diverse cultural environment*
- *Multiple record of quickly establishing profitability in new locations*
- *Exceeded and continue to surpass goal of other managers*
- *Creative in new selling techniques training for better performance results*

Professional Experience

Clertech.Com.Inc- Lauderdale Lakes, Fl - 2002 Present

Chief Operational Manager

- *Productivity at all level must be meticulously controlled and planned*
- *Alignment of project's completion and timeframe must be assured in respect to expected results*
- *Motivational leadership steps are set to increase level of commitment in workforce area*
- *Feedback sessions are established to elaborate and indulge appropriate skills to employees for better effectiveness*
- *Profitability management by reducing cost and increasing quality output*
- *Utilization of technical software program for efficient planning and operation control*

Seaway National Bank- Chicago, IL - 1997/2002

Senior Loan Manager

- *Presentation of different type of loan offered by the Bank in accordance to client's need such as real estate brokers, builders, developers…*

- ○ *Origination of application products for residential areas*
- ○ *Establishment of files with appropriate data collection for process of application*
- ○ *Verification of application and usage of accurate analytic skills to monitor closing steps of loans*

▣ <u>SogeBank</u>- *Port au- Prince ,Haiti – 1993/ 1997*

Business Manager

- ○ *Revision of all banking transactions and procurance of necessary approval authorizations*
- ○ *Daily report of cash flow accuracy and verification of similarity between account's running balance and deposits or withdrawals*
- ○ *Authentication of signature on checks, deposits and withdrawal slips*
- ○ *Supervision of international currency exchange for accuracy*

Education

▣ <u>Malcolm X College</u>- *Chicago, Illinois – 2005*

Bachelor Degree in Radiology and MRI Services

▣ <u>L'Universite Quisqueya D'Haiti</u>- *Port-au-Prince, Haiti – 1995*

Bachelor in Business Administration

References

▣ <u>*Available upon Request*</u>

EARL MARK

4802 Queen Palm Lane, Tamarac, FL 33319 * 954-530-3111 *ejmark@clertech.com

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PROFILE

Nearly 20 years experience as a professional manager with extensive knowledge in marketing and sales, operations, financial management of medium and high-tech businesses. Related areas of expertise are:

- Market Development
- Quality control
- Productivity Improvement
- Cost Reduction programs
- Nearly 20 years experience as professional manager.
- Ability to direct complex projects from concept to fully operational status.
- Goal-oriented individual with strong leadership capabilities.
- Detail-directed problem solver

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EDUCATION

- California Business Law, Cuesta College, San Luis Obispo, CA 1982 – 1985
- Bachelor Degree in Business Management, Long Island University, New York, NY 1972- 1976

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RELEVANT EXPERIENCE & ACCOMPLISHMENT

CLERTECH.COM,INC. Lauderdale Lakes, FL

Operations Manager   11/2004 – Present

- Manage the day to day activities of my Project Managers and Controller on my team.
- Oversee completion of projects.
- Plan and direct cooperative operations between diverse departments and teams.
- Assist in evaluating current and proposed systems and procedures.
- Design and implement service development plans
- Conduct operation assessments.
- Member of the management team.

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ACCURATE TITLE, Cooper City, FL

Business Development Manager   11/1999 – 6/2004

- Identify, negotiate and manage business opportunities with potential partners.
- Manage the marketing, sales and product development teams to implement business development initiatives.
- Responsible for reviewing and analyzing information and developing new initiatives and partnership.
- Evaluate current and proposed systems and procedures.
- Obtain new business and Real Estate closing.

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CARPENTER GROUP TITLE, Coral Springs, FL

Vice-President / Closing Manager   08/1996 – 10/1999

- Oversee operations and Real Estate Closing
- Plan and direct all aspects of the Company's real estate activities including land/building acquisitions, leasing and site location.
- Negotiate business opportunities with potential partners.
- Evaluate current and proposed systems and procedures.

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GREAT WESTERN BANK, San Luis Obispo, CA
Assistant Manager   04/1988 – 02/1994

- Underwriting Mortgage Loan.
- Responsible for servicing consumer loans, including auto, residential mortgage loans and unsecured personal loans.
- Interview applicants and recommend approval of customer applications.
- Refer loan to loan committee for approval.
- Verify loan agreements are complete and accurate according to policy.

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SANTA BARBARA SAVING, San Luis Obispo, CA
Manager   04/1985 – 03/1988

- Train new management on bank's policy and procedures.
- Manage staff of professionals in restructuring problem business banking and commercial loans.
- Work with lending personnel and borrowers to better secure collateral and/or assets of the borrower.

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SCHENELY DISTILLERIES, New York, NY
Jr. Compliance Analyst   06/1976 – 08/1983

- Assist the senior compliance officer in the coordination and completion of all government, regulatory and compliance documents.
- Structure pricing for USA wholesalers.

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REFERENCES

- Upon request.

CHARLES WEIN

1300 N 27th Avenue • Hollywood, Florida 33020 • (954) 801-9267 • Cwein@clertech.com

OPERATIONS / MARKETING MANAGER
Management / Market Research

Expertise in managing staff and operations including internal controls, policies and procedures. Talented, results-producing Marketing Professional with a proven record of accomplishment in planning and leading comprehensive marketing strategies in support of business goals and objectives. Years of diversified administrative experience in mortgage and consulting industries. Expertise in directing the creation of marketing tools and steering the execution of marketing programs. Solid leadership skills; able to build and guide top-performing marketing and management teams. Adept at communicating with management, vendors, and internal departments to coordinate overall marketing efforts.

- Strategic Market Planning
- Excellent Organizational Skills
- Effective Problem Solving
- Marketing Collateral Development
- Web Development & Management
- Direct Marketing Programs

- New Market Penetration
- Strong Time Management
- Attention to Detail
- Market Research & Analysis
- Team Building & Management
- Administration

——————— PROFESSIONAL EXPERIENCE ———————

OPERATIONS MANAGER, 2004 – Present
CLERTECH.COM, INC. – Lauderdale Lakes, Florida

Communicate with customers, management, internal departments, and vendors to coordinate overall operations effort in accordance with corporate goals. Plan and carry out regional market research and analyses. Play integral role in product development activities. Lead and direct forward-thinking project managers and project controllers of my team.

Selected Contributions:

✓ Dealing with owners of major companies across the country.

✓ Increasing new-product revenue.

✓ Making sure employees are maximizing efficiency and profit.

✓ Exceeding business goal of 15% market share.

✓ Communicating with IT department when needed.

✓ Setting deadlines, assigning responsibilities to my team.

✓ Responsible for the coordination and completion of projects.

✓ Monitoring and summarizing progress of projects.

✓ Preparing reports for upper management regarding status of projects.

Professional Experience Continued

PRESIDENT, 2001 – 2004
HOME FINANCIAL – Hollywood, Florida

Planned and directed all aspects of the Company's policies, objectives and initiatives. Developed and managed a wide range of marketing tools, including promotional materials, direct-mail pieces, and Web site content. Responsible for the short and long-term profitability and growth of the company. Defined and evaluated product marketing collateral, programs, and analyses. Tracked, projected, and reported both advertising and circulation-based marketing programs. Provided leadership and direction to the management team associates .

Selected Contributions:

✓ Successfully maintained and increased client base by designing and implementing strategic customer-retention projects.

✓ Planned and led execution of online advertising campaign that doubled monthly revenue.

✓ Dealt with closings

✓ Helped run the daily operations of the business.

✓ Reviewed titles.

PARALEGAL REPRESENTATIVE, 1998 – 2001
LAW OFFICE OF JERRY RIGGS – Fort Lauderdale, Florida

Provided support to attorneys, resolved routine legal issues, researched and analyzed law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions and legal codes to prepare legal documents such as briefs, pleadings, appeals, wills and contracts..

Selected Contribution:

✓ Assisted in filing legal papers.

✓ Provided legal expertise to other department if needed.

✓ Prepared settlement statements.

✓ Process server.

EDUCATION & CREDENTIALS

M.B.A., Finance 1982
Florida Atlantic University (FAU) – Davie, Florida
Marketing, Business Major/Pre-Law, 1978
Broward Community College – Davie, Florida

✓ **Concentration on Psychology, economics and sociology**

Professional Development Courses:

✓ Sales Training

✓ Leadership Through Quality

✓ Account Management-Selling System

REFERENCES

References are available upon request.

Ali Syed

8801 West Sample Road
Coral Springs, Florida 33065

Sali@clertech.com   (954)-868-1975

SUMMARY/OBJECTIVE

Product Management – Strategic planning- Business Development & Productivity

Dynamic, award-winning Executive with outstanding success in increasing operating efficiencies and lowering costs to improve sales and customer relations. Critical thinker and adept negotiator. Expertise in managing staff and operations including internal controls, policies and procedures. Solid leadership skills; able to build and guide top-performing management teams with additional expertise in:

*Finance Series 6& 63	***Marketing analysis**
*Sales & Marketing	***Large volume sales**
*Relationship management	***Excellent analysis skills**
*Product Development	***E-based Capabilities**
*Consumer research	***Strong Customer Relations**

PROFESSIONAL EXPERIENCE

CLERTECH.COM, INC., Lauderdale Lakes, FL   **2005 - Present**
Operations Manager

* Manage multiple projects simultaneously with the objective of insuring job completion within the required time frame.
* Create and established line operations group of 45+, including recruiting, training and supervising to support direct sales channel for computer products.
* Manage line operations, including staffing, policies and procedures, systems definition, training performance targets and day-to-day administration of the project managers, controllers and quality control teams.
* Oversee the completion of projects.
* Build effective working partnerships with existing clients.
* Provide customers with value-added relationships, linking products and services to their goals and objectives.
* Generate increase in annual sales via new accounts and up selling of existing clients.

* Present monthly, quarterly and annually report based on the progress of my team to Board of directors.

COLDWELL BANKER, Parkland, FL   **2004 - 2005**
Business Manager

* Manage and direct the daily activities of the mortgage operations department
* Responsible for all functions, which may include sales, funding, processing and closings
* Approve loans within established limits.
* Lead entire division, including production, sales and marketing.
* Manage the account executives, the underwriters and loan processors
* Double the revenues by planning and introducing new loan products
* Lead print advertising promotions and optimize approval criteria for correspondents.

FIRST INVESTORS CORPORATION, Miami, FL   **1994 - 2003**
Investment Operations Manager

* Manage the daily activities of the company's investment operations department.
* Review investment operations policies and procedures and recommend changes to increase efficiency.
* Recognize for efforts to identify new processes to improve quality, reduce costs, and increase margin.
* Maintain/build effective working partnership with the company top investors.

EDUCATION

BACHELOR DEGREE IN FINANCE
Florida International University (FIU), Miami Florida, 1994

A.A
Miami Dade Community College, Miami Florida, 1992

REFERENCE

References and further info are available upon request.