



**Provision of Internet Services in the Juneau Maritime Industry Zone
for the City & Borough of Juneau**

CBJ RFP 25-190

December 19, 2024



Snowcloud Services, LLC

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Authorized Company Representatives:

**Chris Ruschmann, Owner
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mark@scsalaska.net**



12/19/2024

RFP 25-190 Review Committee
c/o Mary Johns, Buyer
City and Borough of Juneau
155 Heritage Way
Juneau, AK 99801

Dear Members of the RFP Review Committee,

Last year, Juneau welcomed a record-breaking 1.68 million tourists. Snowcloud Services, LLC (SCS) is ready to address the connectivity challenges posed by this influx of visitors by delivering a comprehensive, turn-key public Wi-Fi solution for the 2025 visitor season. Our goal is to enhance the connectivity experience for both residents and tourists, ensuring seamless communication and a more enjoyable stay in our beautiful city.

As Juneau's leading and Southeast's largest fixed-based wireless internet provider, SCS is uniquely qualified to deliver a solution meeting the RFP requirements quickly, efficiently, and cost effectively. Based locally since 2010, we offer 24-hour support and have extensive experience managing networks for mid-to-large organizations in similar high-subscriber-density tourism-based environments like Hoonah's Icy Strait Point. Our proven track record of reliable performance and efficient project delivery makes us the ideal partner for this initiative.

For our proposal we have partnered with industry-leading radio equipment manufacturer, Cambium, and local construction and engineering resources, Alaska Electric LLC, Chatham Electric, and Pacific Alternatives LLC, who are experienced with the existing local downtown infrastructure. We are confident our system will be live before the first ship arrives.

As a company and as locals, we appreciate the opportunity to enhance connectivity in Downtown Juneau and create a true win-win for our community. This project not only addresses a critical seasonal challenge but also reflects the innovative spirit that has made Juneau a premier tourist destination. We look forward to delivering a solution that upholds the city's gold standard for visitor experience and reinforces its place as a leader in Alaskan tourism.

SCS acknowledges Attachments A, B, and C; Exhibit A; and Addendum 1 through 4.

Regards,

Chris Ruschmann, Owner
Snowcloud Services, LLC

A handwritten signature in black ink, appearing to read "CR", is written over a light blue rectangular background.



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UNDERSTANDING AND METHODOLOGY

Understanding of the Project

The project aims to provide wireless internet services to visitors in the Maritime Industry Zone (MIZ) of Downtown Juneau. The goal is to augment the existing wireless infrastructure (such as cell phone networks) to relieve congestion on carrier-specific licensed frequencies by creating a public Wi-Fi network operating on open access unlicensed frequencies. This network will be a unique public-private partnership between the City and Borough of Juneau (CBJ) and the selected provider. CBJ will fund the construction and operation of the Wi-Fi network and grant access to public infrastructure, such as existing conduits and light poles, to a private entity. For this arrangement to be successful, the selected provider must be engaged, responsive, and responsible, well-versed in current and future RF conditions of the MIZ, adaptable to changing technologies, and able to provide reliable service for what will become a critical piece of infrastructure.

Snowcloud Services, LLC (SCS) has been providing internet services to businesses and residents in the MIZ for over a decade. SCS supports many clients, including Juneau Trading Company, Juneau Tours, Alaska Marine Lines, Red Dog Saloon, The Senate Building, Merchants Wharf, The Four Points, The Baranof Hotel, The Ramada, The Juneau Hotel, and various other businesses in the heart of the MIZ. In addition to internet services, SCS has designed Wi-Fi solutions for these clients. Reliable public Wi-Fi for citizens and visitors has been an issue we have addressed and resolved for many businesses in the MIZ.

Imagine a guest connecting their iPhone after disembarking from the Carnival Spirit, walking to Trove while Face Timing a loved one, or getting directions to Amalga Distillery as they continue down Franklin Street past the Juneau Mining Company to the Red Dog and on to George's Gifts, all while staying connected. This has been a dream scenario for years, and SCS understands the need for such a system, witnessing it every day.

Although the system is intended to support casual usage, the technology and equipment SCS will employ can form the foundation for a more integrated and efficient MIZ. Reliable public Wi-Fi is the primary goal, but SCS shares CBJ's vision that such a system could evolve to serve as a transport mechanism for other services in the future, such as cameras, IoT devices, utility meters, remote relays, parking meters, and cellular offloading using Passpoint technologies. SCS will build a wireless network using Layer 3 technologies such as MPLS, VPLS, and VXLAN overlays. This will isolate different types of traffic, creating a secure environment for multi-tenancy. Using Layer 3 technologies enables SCS to build a highly resilient network that can reroute traffic in case of node failures, which can and will occur throughout the lifecycle of the network.



SCS understands the tight window for implementing this project, with the 2025 cruise ship season fast approaching. Being local and having all necessary resources within the MIZ for installation and ongoing maintenance sets SCS apart from other vendors. SCS is ready to start immediately.

Challenges

Schedule: The tight timeframe is a significant challenge in completing this project before the 2025 season starts in April. Fortunately, SCS is local to Juneau, with a major presence in the Marine View Building located in the heart of the MIZ. We employ a staff of 13 internet service technicians, customer service representatives, and IT technicians, all here in Juneau, focusing on services in the downtown area. SCS can start this project immediately. With existing colocation agreements, we can begin deploying equipment in Zone A and Zone B with equipment currently on hand. Being local allows SCS to be flexible and reroute resources as necessary to stay on schedule despite inclement weather, shipping issues, and other surprises common in our remote area that can affect buildout schedules.

Hostile RF Environment: Another challenge is the hostile RF environment due to the extensive existing wireless infrastructure. Downtown's lack of underground utilities, aging building infrastructure with hazardous materials, and complex ownership issues have favored wireless/RF to support residents, businesses, and critical infrastructure. Without careful planning, design, and coordination, this project could recreate the congestion experienced on the cellular network. SCS has the local knowledge and ability to address these issues and minimize impacts on existing critical wireless infrastructure. SCS supports most of the wireless infrastructure in the MIZ today through its Snowcloud Internet Service and IT support for various businesses. This local expertise sets SCS apart.

Unforeseen: SCS's support for so many of the businesses downtown speaks to another challenge: the unknowns of installing equipment throughout the MIZ. However, with SCS's unique knowledge of the area and the issues that can arise, the challenges are minimal. Our team has in-depth knowledge of every light pole, building, dock structure, conduit, and cable run in the MIZ. Only a truly local Juneau company can have that kind of knowledge.



How We Will Do It



Proposed Radio layout

SCS will deploy carrier-grade equipment from top-tier manufacturer Cambium to provide internet access over 802.11 Wi-Fi in the 2.4 GHz, 5 GHz, and 6 GHz bands. The Wi-Fi network will be supported by a 60GHz meshed backhaul system for resiliency and capacity, maintaining high availability and uptime. The access point placement, antenna selection, and frequency coordination will be designed to deliver performance in the high-density and hostile RF environment of downtown Juneau. SCS plans to provide at least 1 Gbps of capacity at every location. SCS will provide multiple points of entry to the network, ensuring resiliency and self-healing capabilities. This unique capability is made possible by our extensive downtown infrastructure.

A second unique capability of SCS is our ability to use real-time RF analysis from our existing wireless internet service and devices throughout the MIZ during construction and operation to optimize placement and performance. We constantly monitor and adjust to contend with interference and other issues in a congested RF space. SCS knows the RF space in the MIZ.



SCS will deploy a system using Cambium's cnMaestro management platform. The platform offers multiple filtering capabilities, including network, application, malware, and content filtering. The system uses the latest security methods and industry-standard technologies.

The system will have flexible scheduling capabilities to meet the dynamic cruise ship schedules. SCS's office in the Marine View Building, located in Zone A, will manage, maintain, and support the system through Snowcloud's existing operations. Additional staff will monitor and support the system.

Electrical Design, Permitting, and Construction

SCS's selected node locations will require changes and additions to existing electrical infrastructure whether in a building, on a pole, etc. SCS also foresees the need for a well-documented system with traditional O&M style as-builts for any electrical modifications made to CBJ infrastructure. As such SCS has retained the engineering and construction administration services of Devon Kibby, PE at Pacific Alternatives LLC (PAL).

During the early design phase PAL will work with SCS to create and present a conceptual electrical design outlining electrical modifications and pole concepts (for attachment approval by CBJ). PAL and SCS will meet with CBJ and its departments such as Community Development, Engineering, Streets and Fleets, and Docks and Harbors to coordinate and gather feedback. PAL will obtain and update existing CBJ plan sets (e.g. Downtown Street Improvements – Phase 1, Phase 2, and Phase 3A, Port of Juneau Cruise Ship Berths (2013), Cruise Ship Terminal Staging Area Improvements Phase II (2013), Downtown Sea Walk – Bridge to Gold Creek (2016), Downtown Sea Walk – Miner's Cove to Franklin Dock (2013), etc. These revised plan sets will be submitted to the CBJ CCD for permitting. SCS, PAL, and selected electrical contractors, Alaska Electric and Chatham Electric, will also apply for and obtain other necessary permits such as ROW, traffic, etc.

SCS/PAL intends to apply for multiple building permits across the MIZ, as broken down by project sub-area, e.g. per lighting load center area. This parallelized permitting will allow SCS and its contractors to commence installation of "low hanging fruit" immediately while working through design challenges that arise in other areas.

SCS/PAL will oversee the work of Alaska Electric and Chatham Electric. PAL will provide construction administration services and create electronic as-built drawings to compile an O&M package. The drawings will be important to design and estimate future upgrade costs should the wireless system be upgraded to provide services/transport for critical communications (e.g. security cameras, fire and police communication, parking meters, etc.) (Said another way, the initial design intent for the public Wi-Fi system is to roll out quickly and cost-effectively to prove



out the concept. To accomplish the initial build out quickly the intent is to utilize as much existing infrastructure (wiring) as possible. That wiring is currently shared with other systems and is intended to be periodically turned off for tasks like routine maintenance. These outages, while short, may not be acceptable in the future if the Wi-Fi system is carrying critical communications.)

SCS capabilities

SCS has a team ready to begin work immediately. As a local provider who has studied this issue for years, we have designed our solution internally and are fully prepared for installation. SCS has colocation agreements with many downtown businesses, enabling flexible and rapid deployment of equipment. We will adopt a "low-hanging fruit" approach to deploy access points and backhaul gear quickly. Our coordination with our electrical team for the installation of equipment on light poles will further expedite the build-out. Our extensive knowledge of the existing infrastructure in the MIZ will ensure efficient and expeditious installation.

Schedule

If awarded this project, SCS will start electrical design and equipment procurement immediately. We anticipate receiving equipment by late January. Installation of backhaul equipment and access points will occur from January through the end of the project, with most work completed by March. Marketing materials will be distributed in March and early April, and the system will be activated as coverage is achieved in coordination with the CBJ.



MANAGEMENT PLAN

SCS Structure and Accountability

Snowcloud Services LLC (SCS) is a limited liability company based in Juneau. The company is led by two managing partners who oversee daily operations:

- **Chris Ruschmann:** Lead partner for internet and Wi-Fi services.
- **Mark Luchini:** Lead partner for IT support services.

These managing partners form the executive leadership team and make key decisions for the organization. SCS has a dedicated team managing The SnowCloud internet service, including executive leadership, Network Operations Center technicians, customer service representatives, technical support representatives, field technicians, and installers. This team handles the management and maintenance of all internet and Wi-Fi systems.

How the Project Fits

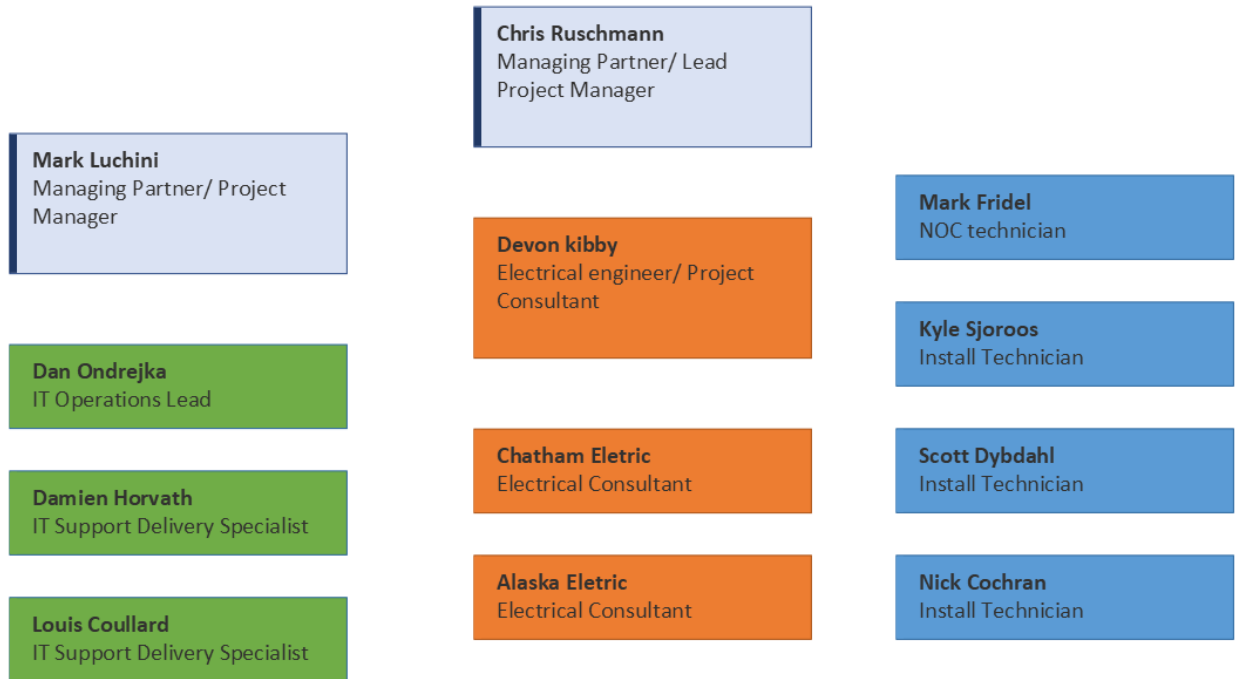
This project will integrate seamlessly into SCS's current organizational structure and daily operations. SCS has recently expanded its staff to support growth-focused projects and will dedicate specific personnel to managing the day-to-day operations of the MIZ Wi-Fi system. This includes 24/7 system monitoring and responding to support issues. For the initial installation SCS will subcontract local electrical contractors to provide power to equipment locations throughout the MIZ, while SCS technicians will handle the installation, tuning, and configuration of devices. Dedicated installation staff and electrical subcontractors will ensure the project is completed before the first cruise ship arrives in early April.

Management Approach to Contractual Negotiations

SCS will provide services at a quoted price (per the price proposal section or, if selected, through negotiations). Contractual negotiations will be in good faith through open communication, adjustments, and a mutual understanding that all parties are working towards a collective goal.



Organizational Chart



Legend

- Executive Leadership
- Snowcloud Internet Services
- Eletrical Consulting Team
- Snowcloud IT Support

Project Manager

The project manager is **Chris Ruschmann**, managing partner of Snowcloud Services LLC. Chris will serve as the top-level decision-maker for the project's successful completion and will be regularly available to the City for any project-related issues.

Planned Work Strategy

Phase 1 – Design and Procurement

Upon award, SCS will immediately mobilize the team, procure equipment, finalize design, and coordinate installation. SCS will meet with CBJ to discuss installation logistics and resolve any issues that may slow down the process later. SCS will work closely with the electrical consulting



team to design, permit, and schedule work for powering the equipment addressing any logistical issues that may need to be worked out. SCS will also coordinate the replacement of equipment on existing colocation structures.

Phase 2 – Installation and Testing

The initial installations will focus on "low hanging fruit" within Zone A, where colocation space and electrical infrastructure are already in place. Concurrently, the electrical team will install power infrastructure on light poles to maximize coverage and identify any real-world RF issues quickly.

Throughout February, detailed on-site testing will create a real heat map of coverage for the zone. This testing will be ongoing to ensure system reliability and complete zone coverage. From our office in the MIZ, SCS will continuously test and monitor the system to ensure robustness and reliability.

As Zone A nears completion, plans to light up Zone B will begin. The installation process for Zone B will mirror that of Zone A, starting with "low hanging fruit" to quickly increase Wi-Fi coverage, followed by light pole installations to complete full zone coverage.

During the installation and testing phase, SCS will fine-tune the cnMaestro management system and engage with the city to refine reporting and management processes. The cnMaestro system offers robust reporting capabilities and management. SCS can provide the city with access credentials or deliver reports and statistics as required.

Phase 3 – Pre-System Turn-Up

Before turning on the system for the public, marketing materials will be created and distributed throughout the MIZ. SCS will coordinate with the city to plan marketing efforts and potentially brand the Wi-Fi system to generate public interest.

Phase 4 – System Turn-Up

Once the SSID is broadcast to the public, the system will be live. SCS will have dedicated staff monitoring and maintaining the MIZ Wi-Fi system. The SCS office in the MIZ will be staffed to address any issues promptly. SCS operates Monday through Friday from 8 am to 5 pm, with 24/7 network monitoring. Staff will regularly walk through the MIZ zones to test connectivity, and extensive indoor testing will ensure adequate signal levels without interfering with existing Wi-Fi infrastructure. This testing will be ongoing to ensure the system serves all users effectively.



EXPERIENCE AND QUALIFICATIONS

Experience and Qualifications

Snowcloud Services LLC (SCS) is based in Juneau, with an office located in the Marine View Center in the heart of the MIZ. As the largest Wireless Internet Service Provider in Southeast Alaska, SCS has been designing and operating wireless networks for over a decade, not only in Juneau but also across Alaska and Washington State.

We understand how to operate in harsh environments and meet the stringent requirements of systems like the one CBJ is seeking. SCS boasts extensive experience and a carrier-grade network throughout Juneau and Southeast Alaska. Additionally, we have the financial resources necessary to procure, install, configure, support, and maintain the system well into the future.

SCS has a strong record of successful contracts with the State of Alaska, consistently achieving high vendor scores. We manage thousands of wireless devices across the state and provide services to large organizations such as:

- Icy Strait Point
- National Park Service
- City and Borough of Juneau
- Various state agencies
- City of Hoonah
- SEARHC
- KTOO
- THRHA
- Four Points Juneau
- The Baranof Hotel
- Juneau Hotel and Frontier Suites
- Alaska Seaplanes
- Alaska Marine Lines
- Alaska Communications

Local Expertise and Commitment

SCS is a proud Juneau-based company, employing 13 dedicated professionals focused on advancing technology use in our community. Our team includes several full-time positions capable of managing the technical and physical aspects of implementing and maintaining this project. With extensive experience in managing networks like the one proposed, we ensure a quick and reliable setup.

To further support this project and demonstrate our commitment to Juneau's economy and community, SCS will hire and train a new local full-time position. This addition will not only bolster our existing staff but also contribute to local job growth and economic stability. By



investing in local talent, we aim to enhance our ability to efficiently execute the project and provide continuous support.

Our local presence and expertise set us apart, ensuring that we are well-equipped to meet the unique needs of this project and deliver high-quality, reliable services to our community.

Relevant Projects

City of Hoonah

For over a decade, SCS has been the primary force behind leveraging communications to enhance services for the City of Hoonah. When faced with the challenge of tourism-induced congestion, SCS responded by installing access points throughout the city to provide Wi-Fi for visitors, effectively alleviating congestion in high-use areas. In addition, we established a comprehensive camera system throughout the harbors to enhance public safety and monitoring by the Harbor Master's office.

During the Covid-19 pandemic, SCS played a crucial role in keeping Hoonah connected.

Partnering with the City of Hoonah, we mobilized our resources to install and provide internet service for all students and faculty within the school district, ensuring uninterrupted access to education.

Moreover, SCS's Snowcloud initiative has significantly boosted Hoonah's economy by providing broadband internet services where none previously existed. This connectivity has empowered local businesses, facilitated remote work and education, and attracted more visitors, contributing to economic growth and community development. The Snowcloud project has truly transformed Hoonah, bridging the digital divide and laying the foundation for a more prosperous future.

Icy Strait Point: From the very beginning, SCS has been integral in providing internet services and IT for Icy Strait Point, a major cruise ship port designed to support tourism operations in Hoonah, Alaska. This bustling destination can accommodate up to four large cruise ships daily, welcoming over 10,000 passengers.

For the past 12 years, SCS has meticulously developed and refined the Wi-Fi system for Icy Strait Point, ensuring seamless connectivity for both visitors and operations. Our team supports daily operations throughout the tourist season, ensuring that guests enjoy reliable internet access as they explore the port and its many attractions.

Meeting the ever-growing need for bandwidth at the port was no easy feat. SCS had to develop our own backhaul solutions to handle the increasing demand, not only for the port's operations but also for the seasonal employees essential to its functioning. Many of these employees are younger and rely on internet access for their daily lives, making it crucial to provide robust and reliable service. This challenge required innovative solutions and a commitment to continually upgrading our infrastructure to keep pace with rising demands.



Our ongoing support underscores our dedication to enhancing the overall visitor experience at Icy Strait Point and ensuring the needs of both guests and staff are met effectively.

Mount Vernon Town and Country RV Resort: At the Mount Vernon Town and Country RV Resort, SCS designed a state-of-the-art wireless system to serve 300 RVs using a direct pedestal design, ensuring users received the best possible experience. This involved creating and deploying a Fiber to the Pedestal (FTTP) system that feeds into dedicated access points. This innovative approach not only provides high-quality internet access for RV guests but also demonstrates a scalable solution. The success of this system at the RV resort illustrates its potential to be extended to harbors, ensuring robust and reliable connectivity for a wider range of users as part of this project.

Other Notable Projects:

Whittier Alaska Joint Norwegian and Huna Totem Port

SCS was entrusted with the design and implementation of networking infrastructure for a new port of call in Whittier, Alaska. Our team collaborated closely with Norwegian Cruise Line network engineers, local system integrators, and Huna Totem Corporation to deliver a world-class port. This project involved integrating advanced technology and infrastructure to meet the needs of a modern port, ensuring seamless connectivity and top-tier services for all visitors and operations.

Klawock Port

SCS collaborated with Huna Totem Corporation to design and implement a resilient network in Klawock, where no infrastructure previously existed in this remote, rural location. This green field deployment involved overcoming significant challenges to establish a robust service network. Thanks to the success of this project, port calls for Klawock are set to increase substantially for the 2025 tourist season, boosting local tourism and economic activity.

Approach

SCS operates wireless communications 24/7, 365 days a year. Our approach is to build robust network infrastructure that provides reliable, fast internet services for our customers, including businesses, residents, and government entities. From thousands of tourists using our Wi-Fi systems at Icy Strait Point to the many clients we serve throughout Southeast Alaska, we cater to a diverse range of users. With over a decade of experience designing these systems, our customer service is second to none.

Our staff is expertly trained in all aspects of operations, including the Network Operations Center, customer support, technical support, and billing. We have dedicated personnel for each of these areas, ensuring that our customers always receive the highest level of service and support.



REFERENCES

Jeff Davis, Vice President of Information Technology, Huna Totem Corporation
Phone: 507-398-5877
Email: jdavis@hunatotem.com
Project: Icy Strait Point

Dennis Gray, City Administrator, City Of Hoonah
Phone: 907-957-2948
Email: dgray@cityofhoonah.org
Project: City of Hoonah internet

Chris Finstein, Operations Manager, Town and Country Motorcoach and RV Resort
Phone: 860-878-8571
Email: ctfinstein@townandcountryrv.org
Project: Mount Vernon Town and Country RV Resort



PRICE PROPOSAL

Item	Description	Ext
1	Equipment	\$ 287,000.00
2	Design, Permitting, C/A	\$ 109,000.00
3	Installation	\$ 297,000.00
4	Service and Support	\$ 121,000.00
5	Bandwidth/Transport	\$ 49,000.00
	Total	\$ 863,000.00

TOTAL LUMP SUM FOR PROJECT = \$863,000.00



APPENDIX A - RESUMES

Chris J Ruschmann

(907)-209-1059 – chris.ruschmann@gmail.com

Knowledge Highlights

- Service provider network design.
- Multi-Vendor Arista, Mikrotik, Juniper, Vyatta, Cisco, Ubiquiti, Aviat, Cambium
- Strong understanding of RF in very difficult environments.
- Strong understanding of Fiber in respects to Service Providers.
- Virtualization Technologies in respects to Service Providers.
- Virtualization Technologies in respects to Enterprise and Cloud.
- Microwave Point to Point for Service provider backhails.
- Microwave Point to Multipoint for customer bandwidth delivery.
- Voice over IP Telephony including 3com NBX, Digium and Asterisk.
- Windows Server Operating Systems.
- Linux based Enterprise Servers Systems.
- Linux Hosted Environment Services.
- Windows Networking Services & Active Directory.
- SQL Administration.

Work History

2010 – Present

Managing Partner, Snowcloud Services, LLC.

- Manage build outs of our expanding wireless network in Alaska called The Snow Cloud.
- Deployed OSPF, BGP, VPLS, MPLS based on multiple vendors
- Manage Teams of people spanning IT and Service provider business units
- Manage day to day operations for all things IT related.
- Manage multiple customers IT systems using standard managed service provider practices. Customers vary in size and complexity as well as geographically.
- Act as a standby employee for several State agencies in the case they need help due to overwhelming project loads and employee turnover.

2008 – 2012 State of Alaska Dept. Of Labor

Systems Administrator/Architect (900 Internal Users)

- Managed Multiple SAN Technologies (Netapp, Nexenta and ZFS, OpenFiler)
- Managed Datacenter Networking built on top of Cisco Nexus and IOS
- Managed Multi Site Statewide VMWare Environment
- Built and Managed a VDI Environment based on VMWare View

Mark, L Luchini, CISSP

Certifications education and training

(ISC)² CISSP Certification

CNSS 4016 certification

NIST RMF Framework training

BS Information Technology, University of Massachusetts

Professional Experience

Managing Partner

SnowCloud Services, LLC October 2010 - Present

- Manage operational logistics including employee tasking, project development and procurement
- Perform contract work with State of Alaska for various security and risk assessment tasks
- Provide network and end user support for SCS clients throughout southeast Alaska
- Manage special projects for clients including design, implementation and support of security camera systems and Point of Sale systems
- Provide client website design support and maintenance tasks
- Responsible for company accounting, insurance certification maintenance and all HR functions

Senior Computer Security Specialist (Contracted to the US Coast Guard)

ISHPI Information Technologies, Inc. May 2008 – October 2013

- Maintain information system security compliance in accordance with DHS, NIST, Coast Guard and other applicable Federal standards.
- Perform Certification and Accreditation tasks on United States Coast Guard Classified network for units located throughout Alaska
- Provide IT Security Management to meet DOD and DHS requirements for Federal Information Systems Management Act and Computer Network Defense operations
- Create DoD Information Assurance Certification and Accreditation Process (DIACAP) packages for all units.
- Conduct periodic reviews of security controls of the SIPRNET Information System to ensure compliance with the security authorization package
- Responsible for maintaining Contingency plans, network topologies and system change requests

Network Engineer (Contracted to the US Coast Guard)

Perot Systems, Feb 2008 – May 2008

- Provided network administration and support for the US Coast Guard Juneau detachment.
- Rebuilt and maintain windows 2003 servers.
- Created and maintained documentation on procedures regarding Windows 2003 servers.
- Maintained user, group and server accounts in Active Directory.

Information Technology Provider

Southeast Communications Services, LLC Oct 2004 – Feb 2008 FT (2008 – 2013 PT)

- Provided administration and IT support for various client networks mostly comprised of Windows 2003 servers, Windows XP clients, Active Directory and SQL databases.
- Managed IT infrastructure move including complete removal and reinstallation of all network equipment including PC and server hardware and telephone system for a local printing company.
- Designed, installed, configured and implemented POS system projects for local restaurants.
- Used web site design abilities to create and consult on various web site projects.

Devon Kibby, P.E.
Pacific Alternatives LLC

WORK EXPERIENCE

- Principal Engineer** 2019-
Pacific Alternatives LLC, Juneau, AK, USA
- Offering comprehensive consulting electrical engineering services, including electrical system design, drafting, NEC and NESC code compliance, utility coordination, feasibility studies, cost estimation, procurement support, and construction administration and inspection.
 - Specializing in projects with a need for unique multidisciplinary understanding.
 - Designed Capital Transit's VTC and CTF charging infrastructure (2020-2024)
- Vice President of Operations** 2017-2019
Northern Powerline Constructors, Inc. a Quanta Services company, Juneau, AK, USA
- In addition to supervisory and project management duties below, completed successful merger and acquisition of Chatham Electric, Inc to Quanta Services, Inc.
 - Authored proposals for all three company divisions (line, wire, and communications) and served as the go-to for technically-difficult projects.
 - In addition to below Juneau-based duties, worked with Anchorage-based team to expand telcom offerings and compete for work across Alaska and Hawaii.
 - Managed and directed construction, in the office and the field, of the electrical and controls systems for the CBJ MWWTP Biosolids Dryer Facility project.
- Chief Executive Officer** 2016-2017
Chatham Electric, Inc., Juneau, AK, USA
- In addition to project management duties, oversaw day-to-day office administration.
 - Supervised 10-20 employees.
- Project Manager/Estimator** 2010-2011, 2014-2016
Chatham Electric, Inc., Juneau, AK, USA
- Completed projects in both general contractor and subcontractor roles.
 - Estimated and managed projects in requiring meticulous planning and execution.
- Systems Administrator** 2002-2017
Chatham Electric, Inc., Juneau, AK, USA
- Managed, planned, and implemented IT services for <20 users.

EDUCATION

- M.Eng., Electrical Engineering** 2011-2013
McGill University, Montreal, QC, Canada
- B.S., Electrical Engineering** 2006-2010
B.S., Aeronautical Engineering
Rensselaer Polytechnic Institute, Troy, NY, USA

PROFESSIONAL LICENSES

Electrical Administrator (Alaska) – Unlimited Line, Unlimited Commercial Wire
Professional Engineer Registration (Alaska) – Electrical Engineering



2457 BRANDY LANE - JUNEAU, ALASKA 99801 – (907)789.9899 PH

RFP 25-190 Provision of Internet Services in Juneau

Primary Contact: Jake Buck | 907.789.9899 | jake@northernpowerline.com

Years in Business: Chatham Electric has been in business for 24 years and was acquired by Northern Powerline Constructors, Inc. in 2017 and successfully continues doing business as Chatham Electric.

Current Workload: Chatham Electric is a NECA contractor that employ’s IBEW electricians, project support staff, mechanics, material handlers, power, and telephone lineman. Juneau is our home and we take pride in the reputation that we have established. In addition to performing quality electrical work, we consider ourselves to be a pillar of our community and support numerous community programs. Our current project workload (listed below) will be completed late fall of 2025. This positions ourselves optimally for performing the work for this project and we are confident in our abilities to support this project in its entirety.

Current Projects:

1. CBJ – JD Treatment Plant Upgrades	Est. Value \$584k	Sept 2023-June 2024
2. McG – 410 & 400 Willoughby TI	Est. Value \$2.5M	Mar 2023-July 2025
3. Wolverine Supply - Sitka SREB Building	Est. Value \$500k	Oct 2023-Nov 2024
4. Ahtna/Unit - Gustavus Glacier Bay Dorms	Est. Value \$2.6M	Apr-Jan 2025
5. Princess Cruises – Switch Replacement	Est. Value \$222k	May-June 2024
6. Secon - JNU Apron & Ron Apron	Est. Value \$936k	April-June 2025
7. Secon - KTN Tongass Ave Improvements	Est. Value \$684k	June 2024-Aug 2025
8. ACC - Goldbelt Conference Room Upgrades	Est. Value \$137k	May 2024-Aug 2024
9. Hoonah Indian Assoc - Daycare Renovation	Est. Value \$170k	June 2024 - Jan 2025

Licenses:

Alaska Business License – 1060243

Alaska Contractors License – 129575



STATEMENT OF QUALIFICATIONS

KEY PERSONNEL / EXPERIENCE

James Zehnder ◦ President ◦ 907.344.3436 ◦ jamesz@northernpowerline.com

With over 31 years in the electrical industry, James leads all the electrical and telecommunications infrastructure construction and support services. James oversees the estimating teams and has successfully estimated and managed numerous large-scale electrical projects for Northern Powerline Constructors, Inc., dba Chatham Electric.

Dawn Hess ◦ Southeast Regional Manager ◦ 907.230.4366 ◦ dawn@chathamelectric.com

With 2 years in the construction industry, Dawn oversees all of southeast's operations and facilities for the commercial wire and outside line divisions. Dawn coordinates and carries out all tasks related to cost management, budgeting, procurement, and project forecasting. Dawn analyzes and improves organization processes while managing office and field staff.

Jake Buck ◦ General Foreman ◦ 907.209.6990 ◦ jake@northernpowerline.com

Jake supervises day to day crew duties, makes sure quality standards are respected and working relations with contractors are met. Jake presents leadership, communication, and interpersonal skills. Jake will oversee this project after construction drawings are approved and will work diligently on-site everyday with the GC to complete each phase of the project in a timely fashion, limiting delays and planning for short comings beyond our control.

George Stevick ◦ Foreman Wireman ◦ 907.209.8640 ◦ glstevick@northernpowerline.com

With 40 years in the electrical industry and 20 of those years specializing in service work, George's areas of expertise include electronics maintenance, telecommunications, troubleshooting, diagnostics and repairs. George holds a state of Alaska certificate of fitness and TWIC certification.

Daryl Hedges ◦ Foreman Wireman ◦ 907.500.4986 ◦ dahedges@northernpowerline.com

Daryl holds a certificate of fitness and TWIC certification, Daryl works throughout the northern southeast panhandle specializing in remote service work along with diverse and unique projects such as tenant improvements, generation and shore power experience. Daryl can be found on his days off cruising the world.

Daniel Keane ◦ Safety Health Environmental Quality Control Manager

Working as a Utilities Line Technician for many years Dan has turned his focus to specializing in OSHA compliance, safety, health, environmental and quality control management. Dan ensures that all employees have the safety training, equipment, and knowledge to perform on the worksite.

Chatham Electric employ's a rotating project field staff of 8-16 field foreman, journeyman and apprentices in SE, AK. As an IBEW employed shop, local, state, and out of state manpower calls are available as needed. Additionally, Chatham has the unique ability to call on our parent company NPC for additional labor manpower when required.



STATEMENT OF QUALIFICATIONS

PROJECT EXPERIENCE

Chatham Electric has performed work on numerous projects similar in detail and complexity utilizing phasing plans to complete sensitive, occupied and/or operational systems. Including special systems like fire alarm, nurse call, camera/security, access control, data/communications, and mechanical controls.

Rainforest Recovery Center Detox Addition (Juneau)

- Completed in 2022
- Description of work. The project demolished existing ~2400 SF structure on BRH property to construct a new ~4400 SF addition over the footprint of the demoed space. The addition will house administrative offices, a reception and entry lobby, an assessment center, and 4 Detox Suites. The project also included demolition of back-up generation and utility transformer replacement. Additionally, installation of new electrical service, communications wiring from BRH, electronic access control systems, HVAC/DDC systems, lighting and power systems, special electrical systems, and a new fire alarm system throughout the facility. The work occurred in an occupied facility so coordination with Owner's operations and phasing of the work was paramount.
- Contract Value: \$2,460,000.00
- References:
 - Jason Murdoch & Doug Courtney 907.500.9993 ACC Owners & Project Management
 - Kelvin Schubert 907.796.8890 BRH Maintenance Supervisor
 - Ben Haight 907.780.6060 Haight & Associates Inc

Hoonah Sanitation Facilities Wastewater Treatment Plant (Hoonah) (CMAR Project)

- Completed in 2023
- Description of work. Existing WWTP and Building modification and upgrades. Installation of new pumps, piping, and appurtenances for the existing raw sewage lift station. Modifications to the existing treatment system and appurtenances in the existing WWTP building. New SBR Building, SBR tanks, equipment, and appurtenances including supporting facilities utilities, and resources to verify equipment function and performance. New electrical service, MCC, lighting and LV lighting controls, data/communications, SCADA controls, process logic control systems and integration.
- Contract Value: \$10,900,000.00
- References:
 - Chad McGraw 360.312.6578 McG - Project Manager
 - Dennis Gray 907.957.2948 City of Hoonah Administrator

CCTH 400 & 410 Willoughby Tenant Improvement

- To be completed in 2025
- Description of work. Electrical modifications to existing 56,000 SF building. Wiring of office systems, installation of new circuits for networks, control wiring dimming systems, installation of generation systems. New electrical service, MCC, interior and exterior lighting and LV lighting controls, data/communications, control systems and integration.
- Contract Value: \$2,532,000.00
- References:
 - Chad McGraw 360.312.6578 McG - Project Manager
 - RESPEC 907.780.6060 Engineer





CERTIFICATE OF LIABILITY INSURANCE

5/1/2025

DATE (MM/DD/YYYY)
04/23/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER LOCKTON COMPANIES 3657 BRIARPARK DRIVE, SUITE 700 HOUSTON TX 77042 866-260-3538	CONTACT NAME: _____ PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____														
INSURED Northern Powerline Constructors, Inc. 1365788 A Quanta Services Company 301 W. Northern Lights Blvd, Suite 300 Anchorage AK 99503	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A : Old Republic Insurance Company</td> <td style="text-align: center;">24147</td> </tr> <tr> <td>INSURER B :</td> <td></td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Old Republic Insurance Company	24147	INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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INSURER D :															
INSURER E :															
INSURER F :															

COVERAGES **CERTIFICATE NUMBER: 20364917** **REVISION NUMBER: XXXXXXXX**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

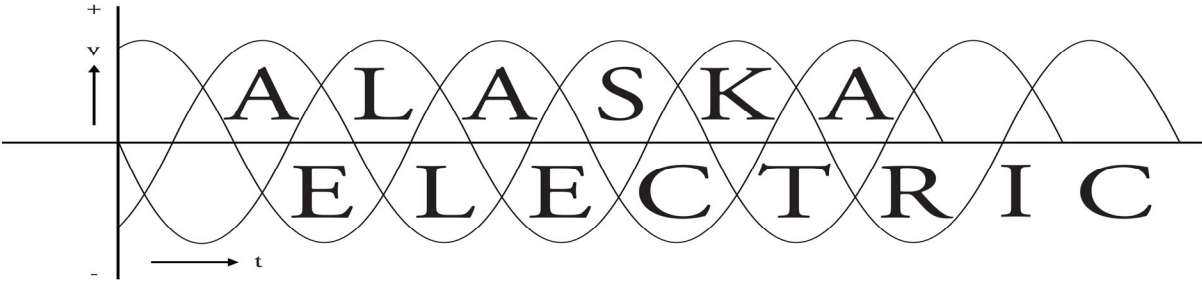
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	N	N	MWZY 313093 24	05/01/2024	05/01/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ Excluded PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	MWTB 313092 24.	05/01/2024	05/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$			NOT APPLICABLE			<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	MWC 313094 24	05/01/2024	05/01/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

CERTIFICATE HOLDER

CANCELLATION

<p>20364917 For Information Purposes Only 123 Main Street Anywhere AK 12345</p>	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <div style="text-align: right; margin-top: 20px;"> </div>
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(907)988-8080
2201 Industrial Blvd
Po Box 33835
Juneau AK, 99801

Alaska Electric Informational Resume

Submitted by:
Chris Harmon,
Manager

Submitted on:
Dec16, 2024

Enclosed herewith is the Proposal prepared by Alaska Electric for consideration by persons that are engaged to review such proposals for the above listed services term contract.

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LETTER OF TRANSMITTAL

Dec 16th, 2024

To whom it may concern

Subject: Informational Resume
Letter of Transmittal

Our company has appointed the following persons who will be authorized to represent our firm. Each of these persons can be reached at our address listed on the title page and their contact number is our main office number of (907)988-8080. For ease of reference, beside each of these individuals' names, we have also included their cellular telephone numbers:

1. Chris Harmon, Project Manager – (907)209-2105
2. Robert Mackinnon, Project Manager – (907)321-3763
3. Lori West, Office Manager – (907)988-8080

Alaska Electric is a Juneau Proposer

Alaska Electric also hereby acknowledges receipt and review of the following Addenda (if no addenda are transmitted, this line will remain blank or signified with the term "N/A").

Addenda Acknowledged:

- N/A

I hereby certify that I am an authorized representative who has authority to bind our company.

Chris Harmon, Project Manager
Alaska Electric

PAST RECORD OF PERFORMANCE

BACKGROUND

Alaska Electric is an electrical contracting business serving Southeast Alaska for about 14 years. We have many years working in the electrical industry and have built great working relationships with various entities throughout southeast Alaska. Alaska Electric is an IBEW / NECA electrical contractor since establishment. Our firm has continued to grow since 2011 due to our level of commitment to our customers, fair cost, response times, well trained employees, and level of professionalism. We are certified to work on all aspects of the electrical industry with exception to line work. Alaska Electric has performed numerous design build projects, special systems, new construction, and remodels that all come in “on time and on budget”. We have built relationships with vendors all over the Northwest that provide us with excellent service at a fair price. Alaska Electric prides itself in being prompt, thorough, and professional. Juneau is our home and we plan on making a good impression for years to come.

Alaska Electric has performed the past 3 years on this contract with all positive outcomes, never turned down work, and performed on complex projects with very tight time frames and schedules.

REFERENCES AND PROJECTS

Trade Reference

Ben Haight
Barry Beygeni
Marc Walker BRH
Eaglecrest GM
ACC, Dawson, Behrends, Island Contractors
JIA Construction Office
Bob Dilge, JIA Maintenance Foreman
Steve Tada, Greg Smith CBJ Engineering
CBJ WWTP and Water Dept
CBJ Transit
Stusser Electric Seattle
Graybar Electric Seattle
Northcoast Electric
Cat Generation
David Lowell, Garrett Paul, DOT
JSD, Mark Ibias
Mark Morris, Morris Engineers
Pat Gorman, Gorman Engineering

Past Projects (listed old-new)

ANB Hall LED Lighting and Structural Repairs
AK DOT PED Islands signal lighting
AK Leg Affairs finance building
AK AIR check in counter and bag belt controls – Alaska Airlines
JIA Jetway 5 replace
Petersburg FAA airport approach beacons
Searhc renovations – 2014
FAA Tower flashing Beacons – Atlas Tower
Emergency repairs for the City of Tenakee docks–
Emergency repairs for the City of Gustavus docks –

Aurora Harbor -
FNBA Channel Branch New Facility
Petersburg roadway lighting -
Andrew Hope Building reno -
JSD PA System –
JIA Panel Replace – CBJ Engineering
Glacier Fire Auto Transfer sw replace – CBJ Term
CBJ WWTP pump bypass – CBJ Term
JIA Stairway Lighting – CBJ Term
USCG 5 Mile Facility
AELP 25 MW Industrial Power Plant
City of Hoonah Harbor Lighting
Searhc JE renovations
Mendenhall Glacier Visitor Center LED Lighting Upgrades
Tyler Rental Annex building
Marine Parking Garage LED Lighting Upgrades – CBJ Engineering
Building controls for the new bus barn
THRHA Building heating controls
Dawson Const, New Juneau office and shop building
Coeur AK various 4 years maintenance and const
State Museum Heat Exchangers
BRH Fiber Optics and Camera System
Crescent Harbor, City of Sitka
Hoonah 2MW power generation
Hoonah city water system controls
Airport terminal service equipment and generator replace
410 Willoughby Renovation
FAA new facility @ Jordan creek property
Alsek and Taku river inverter and solar systems
Haines and Tok border stations controls / cameras.
Sysco New building
Recycle center New Building
Juneau tram renovations
AELP office bldg. new service and switchgear
BRH Covid Lab
BRH AHU VFD Replace
Statter Harbor ph 3
ISP Hoonah cruise ports and gondolas
ATT cell sites
Golry hall new facility
4th floor Sealaska reno
Channel drive lift stations
BRH temp triage facility
WWTP camera systems
Pier 49 renovations
Zareldas Bistro
JSD various lighting and service
UAS Seawater upgrades and process controls
Boyscout camp new structure
Marine Park Deckover Project
BRH, all new site lighting
Ferry Way street lighting
Pediatric Dentistry

Melvin Park Ballfield Lighting
Teal Street center
Teal Street Roadway Lighting
Lemon A WWTP lift station controls and generator
Last Chance Basin EM wellfield repairs
UAS UPS systems
JPD camera systems
JPD UPS systems
Crow Hill Generator and building, JPD and CBJ Water
Cell tower @ Marine view
JIA Passenger Boarding Bridge
Phase 3 Aurora Harbor
Office remodel, Dept of Corrections
Vet Affairs Hanger LED Retro
NorthStar helicopters new building
DOT parking lot lighting
Kennicott Solar System
Alsek NPS Solar System
ADFG Taku Solar System

Current Projects:

10th Street Reconstruction
Adair Kennedy Ballfield Lighting
Transit Bus Charging Infrastructure
Cedar Park water pump station rebuild, new controls and automation
6 New commercial buildings around the borough in 2024
Dogwood lane street lighting
JSD DZ new Generator
Rotary Park Site Lighting
Secon Site Upgrades
CCTHITA New Warehouse
Island Contractors New Shop
T Shirt Company new warehouse
Douglas Indian Association, new building

CAPACITY OF FIRM

Alaska Electric has gained the trust and commitment of many entities including private owners in the Southeast region. In the past 7 years we have performed work from residential to FAA towers. We have worked on Fish Processing Plants, Waste Water Treatment Plants, Marine Research facility's, Fish and Game Docks, DOT Ferry Docks, Roadway Lighting and Signals, Airport generation and service equipment, New building construction, Remodel Construction, Generators, Pumps, 1200A 480V Service Equipment, General Maintenance, Comm Data, Controls, Special Systems, Hospitals, Harbors, and MV Power Plants.

Alaska Electric has a full service fleet including heavy equipment for overhead and underground installations. Alaska Electric has a 3000 sq ft shop and office with a 5 acre storage yard. With Alaska Electric being a union contractor, we have a nearly unlimited supply of qualified, licensed electricians available within hours. Alaska Electric has average of 12 employees currently performing \$6,000,000 of work annually making us one of the top electrical contractors in Juneau.

Alaska Electric carries a large inventory of day to day electrical materials totaling over \$100,000 and using a stock program to maintain.

HOURLY RATES AND MARKUP

Hourly Rates and Markup have been enclosed in a separately sealed envelope as prescribed by the bid documents.

LICENSES AND EQUIPMENT

Alaska Electric has and maintains all necessary licensing to perform work described in this RFP. All Journeymen have a NICET Installers license for Fire Alarm, First Aid and CPR certs, SOA certificate of fitness, and most have specialty certs that pertain to their specific industry of expertise.

AK Business License # 956632

AK GC License # 36153

AK Administrators License # 1823

23 Ton Boom Truck

55' Bucket Truck

2ea equipment trailers

Front end loader

35 excavator

50 excavator

Generators

Utility floating platform

Job trailers

Storage Yard with Shipping Containers

Compaction equipment

Full Fleet of Trucks and Service Vans

All tools necessary for the electrical industry

Mark Fridel

281 913 9219 | mark@markfridel.com | Douglas AK 99824, USA

Professional Summary

Passionate networking enthusiast with impressive initiative for learning network traffic configurations, solutions, and environments. Excited to bring 7+ years of analytic reasoning, troubleshooting, and customer care experience to a company that needs a highly motivated employee. Unbreakable appetite to understand and solve problems, build network infrastructure, and security controls. CompTIA Security + Certified.

Skills

- CompTIA Security + Certified
- AWS/Azure Cloud Concepts
- Vsphere/ESXi
- Python
- Unifi Console Management
- CnMaestro Cambium Networks
- Linux Web Server Implementations
- Mikrotik RouterOS
- UISP Network Monitoring

Experience

Customer/Network Support Specialist November 2024 - Current
Snowcloud Services ISP, Juneau, AK

- Designed and implemented wireless network infrastructure and configurations to meet customer network operations needs
- Monitored network performance metrics and implemented optimizations to balance network traffic and reliability
- Supported customers with knowledgeable technical assistance to diagnose and solve LAN/WAN connectivity issues
- Created test environments to model potential network traffic patterns, test network hardware and wireless radio signals
- Coordinated remote support sessions resolve hardware and software issues using technical troubleshooting techniques
- Created and managed user accounts and access to network resources in Active Directory/Azure Cloud Directory

Landing Gear Technician November 2021 - July 2024
Av8 MRO, Houston, TX USA

- Coordinated with shop leaders to provide IT support for inventory management software to new employees and coworkers
- Diagnose and repair components and systems of Phenom landing gear according to FAA regulations/inspection standards
- Overhaul of landing gear using in depth disassembly inspections and re-assembly instructions under strict time constraints

Operations Manager September 2017 - November 2021
Fed Ex Ground, Denver, Colorado, USA

- Managed the launch of RouteSmart Technologies dynamic route optimization program for over 200+ drivers, contractors and vendors; increasing package daily delivery rates by 40% and package delivery accuracy by 30%
- Facilitated training and technical support for Transport Management System to align package volume with station demands
- Delivered products of consistent quality to customers by working directly with vendors on delivery and production issues

Education

Bachelor of Science (B.S.): Cyber Security - Colorado Technical University, Denver, CO

September 2020

KYLE SJOROOS

7539A Vista Del Sol, Juneau, AK 99801

Email: K.Sjoroos@yahoo.com | Phone: 907-209-3520

OBJECTIVE

Motivated and detail-oriented individual seeking to launch a career as a Telecommunications Electrician, leveraging hands-on experience in fieldwork, fiber optics, and project management to contribute to a team-oriented environment.

SKILLS & ABILITIES

- Strong work ethic with a commitment to excellence and continuous improvement
 - Excellent problem-solving and troubleshooting abilities
 - Skilled in fieldwork and outdoor environments
 - Proficient in communication, both verbally and in writing
 - Experience in customer service and team collaboration
-

PROFESSIONAL EXPERIENCE**SNOWCLOUD SERVICES** – Juneau, AK

Telecommunications Technician | Current

- Manage project timelines, Scheduling, provide field support, and assist with fiber optic splicing
- Deliver excellent customer service through professional communication and technical support
- Residential installs, Commercial installs, Tower work, Bucket Truck work

TOWER TECHNICIAN – LinkUp Alaska, Juneau, AK

August 2020 – February 2023

- Led new site builds for AT&T, Verizon, and GCI, focusing on wiring and shelter setup
- Operated heavy equipment, performed steel work, and conducted fiber optic installation
- Coordinated with teams to meet project deadlines and ensured all safety protocols were followed
- Perform telecommunications installations and tower work, ensuring high safety standards
- Operate heavy equipment

DELIVERY DRIVER – Domino's Pizza, Juneau, AK

September 2019 – August 2020

- Provided excellent customer service by preparing and delivering food orders promptly
- Maintained restaurant cleanliness, managed inventory, and restocked supplies
- Assisted in ensuring efficient operations during peak hours

DOCK RAMP AGENT – Wings Airways, Juneau, AK

Seasonal, Summer 2015 – 2018

- Assisted passengers with boarding, providing support for those with disabilities
- Communicated wildlife safety information to guests and ensured their comfort during tours
- Operated skiffs to clear landing zones and fuel aircraft and fuel barges as needed

LABORER – LowPete Construction, Juneau, AK

Full-Time, July 2019 – November 2019

- Assisted with various construction tasks, including site preparation, labor support, and material handling
 - Worked collaboratively with teams to complete projects on time and within safety standards
-

EDUCATION

Juneau-Douglas High School, Juneau, AK

Graduated 2017-2018

University of Alaska Southeast, Juneau, AK

Two years of heavy-duty diesel classes

COMMUNICATION

- Effective communicator with strong interpersonal skills in person, over the phone, via radio, and email
 - Proven ability to adapt to different communication mediums and environments
-

REFERENCES

Trisha Collins, Retired Superior Court Judge

Phone: 907-209-9608

Ruther Echiverri, LinkUp Alaska

Phone: 907-957-0558

Holly Johnson, Wings Airways

Phone: 907-586-6275

Scott Dybdahl

2800 Postal Way, F1
Juneau, AK 99801
907.957.9586
sdybdahl@snowcloud
services.com

EDUCATION

Aug 2000-July 2001 **Alaska Vocational Tech**
Completed the vocational course for all position Structural welding,
Certified All position Structural Welder
Jan 1996-May 2000 **Hoonah Public City School**
Graduated-Diploma

PROFESSIONAL EXPERIENCE

Jan 2020- **Communications Tech., Snow Cloud Internet services**
May2023 Installation of business and home internet request, Camera security
Sept 2024- installation, Tower climber, man lift/boom truck operator
Current Fleet maintenance for 30+ vehicles, watercrafts, ATVs. Parking lot snow
remove in winter time.

Jun 2023 - Jun 2024 **Lead Automotive Tech.**
Fleet maintenance for 30+ vehicles, watercrafts, ATVs. Parking lot snow
remove in winter time.

Aug 2018-Jan 2020 **Tower climbing tech., Linkup Alaska LLC,**
Installation and Maintenance of cell phone equipment on commutation
towers through southeast and south central Alaska.

SKILLS & ABILITIES

- Heavy Equipment operator, Shilled welder (mig, tig, stick)
- Works well under pressure, Team worker and Leader
- Certified Climber Rescue and Safety training, Certified All position Structural Welder, CPR/First aid certified, OSHA certified

ACCOMPLISHMENTS

Iv spent years as a heavy equipment operator in the mining industry, years as a small engine/ automotive tech, years as welder, And years working in and around communication towers and equipment... Being called or having the title Commercial Fisherman, its never been a title for me, just a way of life and one thing ill always be able to do well.

NICHOLAS J COCHRAN

Telecommunications Technician/installer

📞 (907)500-4859 @ nick129186@gmail.com 📍 Juneau, AK



SUMMARY

Motivated individual with over five years of experience in installation, repair and maintenance of various telecommunications systems. Passionate for solving complex technical problems and providing excellent customer service to a variety of end-users, with the ability to work independently or in a team setting.

EXPERIENCE

Field technician

SnowCloud Services,

📅 03/2024 - Present 📍 Juneau ak

Telecommunications/home internet

- Trouble shooting, repairing and replacing faulty or outdated equipment
- Routing cable to and from switches and or distribution equipment
- Installing internet systems in residential and commercial buildings
- Installing aligning and/or configuring radios, radio equipment, switches and distribution equipment
- Monitoring network status
- (Light) van fleet maintenance
- Splicing cat 5/6 cable

Technician/Installer

Microcom

📅 2019 - 03/2024 📍 Juneau, AK

Telecommunications

- Repairing and updating equipment per standard.
- Troubleshooting complex problems and identifying appropriate solutions.
- Isolating faulty equipment.
- Routing cables to switches/attenuators/distribution frames.
- Installing RG6/11 systems in a variety of residential and enterprise applications.
- Keeping up to date on new and upcoming related technologies.
- Managing multiple tasks while remaining adaptable.
- Managing warehouse supplies and logistics, inventorying stock and placing orders.

Electrical Department

The Home Depot

📅 2017 - 2018 📍 Juneau, AK

Hardware store

- Described merchandise and explained use and operation to customers.
- Demonstrated excellent customer service skills by providing timely solutions to customer issues.
- Recommended, selected, and helped locate merchandise based on customer needs.

TRAINING / COURSES

Tower certification

SKILLS

- 💎 Broadband
- 💎 Cable Installation
- 💎 Customer service/IT support
- 💎 Computer hardware
- 💎 Analog/digital systems
- 💎 Troubleshooting and technical
- 💎 Satellite system installation and maintenance
- 💎 Fixes wireless system installation and maintenance

INTERESTS

- 💎 Health and wellness.
- 💎 Technology, computers and multimedia
- 💎 Hiking, Fishing and outdoorsmanship
- 💎 Painting & art
- 💎 Street luge/downhill slalom

Daniel C. Ondrejka, B.A.A

Juneau, AK 99801 • Dan.KGMN@gmail.com • 734-735-1662 • [Linkedin.com/in/daniel-ondrejka-2b22961a4](https://www.linkedin.com/in/daniel-ondrejka-2b22961a4)

Dedicated manager with demonstrated track record in leadership and proven experience in advertising, negotiating, social media on all levels, and IT operations. Capable of driving projects from conception to completion with a history of excellence. Experienced in computer software such as Adobe Photoshop and Canva, as well as broadcasting and IT-software including Adobe Audition, Wide Orbit, Atera and Airplay.

- Highly knowledgeable in all Federal Communications Commission (FCC) broadcasting and copyright laws.
 - Strong broadcasting background including training on-air talent, copywriting, programming, and events coordination.
-
-

Professional Experience

SnowCloud Services – Juneau, AK

Operations Lead, March 2022 to Present

I coordinate incoming ticket flow from clients based on needs. This includes all projects and on-site client calls, making sure the client is happy with communication on the progress of tickets and general tech/client communication. I facilitate communication amongst the multiple techs with daily and weekly project meetings. Also help procure any items needed for client projects, then log into inventory and put into expense sheet. Keep documentation on local backups, tech travel logs, inventory, and knowledge base articles. I also represent SnowCloud in the community by soliciting our services through various public meetings held around Juneau.

Juneau Radio Center – Juneau, AK

Operations Manager, September 2020 to March 2022

Collaborated with all in-house and contract employees that are directly involved with on-air operations of the radio center. This includes the supervision of all on-air personnel, engineers, news staff and production staff on advertising content. Award winning host of the KINY morning show, directly in charge of driving all creative air content and locally driven interviews.

Selected Contributions:

- Won the 2020 Best News Story of the year from Alaska Broadcasters Association.

KWLP 100.9 – Peach Springs, AZ

Operations Manager, September 2014 to August 2020

Oversaw full life cycle of creating 50,000 watt radio station. Piloted innovative marketing strategies to create and retain contracts with prominent local partners. Drive creation of public service announcements (PSAs), station promotions, and other external media. Conduct information workshops with local community and station employees on techniques such as vocals, audio production, and general station operations.

Continued...

Selected Contributions:

- Assisted company in obtaining first FCC Tribal Priority License in the United States.
- Drive yearly ad revenue increases of 10% by expanding station audience.
- Designed and implemented marketing strategies for sales department during station construction.
- Owned creation of radio station from ground-up, including key aspects such as programming station clocks on proper broadcasters and build-out of station antenna and transmitters.

Black Ridge Brewery – Kingman, AZ

Media and Events Manager, March 2016 to March 2019

Expanded local partnerships with existing businesses and media to host and promote community events. Drove social media engagement to create additional revenue influx. Led event marketing through creative design utilizing a variety of computer software.

Selected Contributions:

- Coordinated company marketing strategy to implement social media and drive existing media usage.
- Led company to 15% yearly revenue increases and expand social media engagement by 10-15% monthly.
- Promoted company partnerships with local vendors and artists to create community events.
- Designed all visual media for events through Canva, Poster My Wall, and Adobe Photoshop.

KGMM 100.1 – Kingman, AZ

General Manager, July 2010 to August 2014

Overhauled station image and revitalized key departments including operations and traffic. Led station record high in ad revenue, ratings and coordinated restructure of production department to streamline team operation. Coordinated outreach with key community leaders and established strong company network.

Selected Contributions:

- Restructured company operations leading to 10 year high in ad revenue and increased overall efficiency internally.
- Optimized traffic department operations such as creating logs, billing statements, and overseeing agency buys.
- Hosted number-one Arbitron rated radio show for two years, leading to station's largest ever listening base.
- Developed strong station relationships with top community organizations including City Council, local police department, and local Chamber of Commerce.
- Drove positive community outreach through local partnerships including fundraising \$10K for cancer research, \$5K for local war veteran chapters, and annual Christmas parades in conjunction with the Chamber of Commerce and other relevant community organizations.

Additional Experience

WMHW 91.5 – Mt. Pleasant, MI

Traffic Director, December 2008 to December 2009

Education

Bachelor of Applied Arts, December 2009

Central Michigan University, Mt Pleasant, MI

Broadcasting and Cinematic Arts

Concentration in radio and television operations

Associates Degree of Science, December 2006

Monroe County Community College, Monroe, MI

Damien Horvath

IT Systems and Networking Technician • Southeast Communication Services/SnowCloud Services •

2024-Present

- Network and System Administration for all clients
- Custom PC Builds and provisioning for all clients
- Tier 3 and higher network and systems troubleshooting
- Frequent remote work throughout AK for IT/Wireless related services

2014-2024

- IT and Internet Help Desk for clients of SCS.
- Custom PC builds.
- Customer Support and Troubleshooting of PC and Network Issues on Windows Platforms.
- Primary installer for the SnowCloud internet service. Extensive work in residential and commercial network installs.
- Specialize in wireless internet links around Juneau and in Hoonah.
- Program and deploy client side devices for connectivity on SCS internet product, The SnowCloud.
- 3 years' experience in phone support for Network and IT related issues.
- Primary installer and interface programmer for Digium Phone Systems VOIP phones.

Alaskan Brewing Company

2000-2014

Packaging Manager

Duties included

- OSHA Compliance
- HACCP Compliance
- Responsible for all packaging of finished product
- Supervised multiple crews on multiple shifts
- Coordinated all shipping logistics pertaining to the packaging of the finished product

Retail Manager

- Responsible for the day to day operations of both AKB retail locations
- Managed all staff and product inventory
- Coordinated schedules and tours at Brewery location
- Led guided tasting tours and was primary VIP tour coordinator.

Education

High School Diploma-St Croix Central High Class of 1995

Digium Certified System Engineer (DCSE)- SANGOMA VOIP Phone Systems

GOOGLE CPE certified for SAS Deployments on Wireless Links

Current CGIS Clearance for work on NCIS platforms

COMPTIA ITF

Numerous CEU's in VM WARE, EXsi, Windows Server 2016-2022, DNS, Wireless and RF design and deployment, Engineering, Production Efficiencies, Management and Leadership, Process Flow, Fluid Dynamics and Brewing Sciences.

Personal

- President and Head Instructor of Capital City Judo
- Chair of the Board for NP Booster Club
- Member of the Board of Examiners for Alaska Judo
- Member of the board of Directors and pro-bono IT for Alaska Judo

Louis Coullard

Advanced IT Technician

Juneau, AK 99801

kelden_pride@hotmail.com

+1 907 465 9412

Professional Summary

Advanced IT Technician with experience in multiple fields.

Knowledgeable in general IT support for software, hardware, different OS environments, servers, phone systems, point of sale systems and threat detection. Also have experience with maintaining and troubleshooting large network issues. Unifi hardware for networking, ESXi server hosting with various server versions, Sangoma / Digium phone environments, O365 administration, BitDefender cyber security analysis and log auditing are what I currently work with the most.

Authorized to work in the US for any employer

Work Experience

Advanced IT Technician

Snowcloud Services-Juneau, AK

March 2023 to Present

I am a jack of all trades for this job which consists of helping manage equipment for multiple clients across Juneau and abroad while providing tech support as needed. This includes general OS support, Sangoma / Digium phone systems, ESXi server hosting, Unifi network environments, server Maintenance, O365 administration, Fare harbor / Revel point of sale systems, BitDefender cyber security analysis and auditing logs for detection / intrusion attempts for numerous clients. We also provide backup solutions for clients and ensure everything from servers, O365 environment and important standalone PC's are backed up daily. From running cable to determining network issues and potential security breaches, we manage most of our clients from the ground up and ensure they are supported in all aspects of the technology field.

Computer Technician III

Galena City School District-Juneau, AK

November 2017 to February 2023

I worked for the world's largest homeschool program (as I did prior to moving to Washington) in Juneau. Worked with thousands of clients across the state with any help they need involving technology. This includes issuing equipment such as laptops, desktops, ipads and peripherals while troubleshooting listed items anytime our families have issues with their software or hardware.

I also ran and maintained our statewide database inside of Web Help Desk and periodically travel throughout the state to our other offices to audit these databases and ensure equipment is all accounted and applicable assignment agreements are intact.

Also was in charge of creating all AD / App / Mailchimp accounts for students and families alike upon enrolling. Upon families withdrawing, I'll then delete the listed accounts on dates set by our withdrawal department.

Traveled throughout the state to train new techs, wire up offices if needed, do complete building audits of inventory and catch-up regions that are lagging behind.

Also dealt with point of sales hardware / software and oversee all pitny bowes postage machines and provided support to keep them in working order.

Throughout the pandemic, we all worked from home for the most part and I was still able to provide efficient customer service while ensuring our families got the technology they needed to continue on

with their education. We went from 3700 families in 2019 to over 12,000 in the first few months of the pandemic but I was still able to keep on top of requests and provide help to the multitudes of new families who were enrolling.

Farm Manager

Hidden Gem Farms-Deer Park, WA
October 2014 to September 2017

Boarded horses that were saved from slaughter on the farm I was living at in Deer Park, WA. The horses needed a place to be quarantined as they were sick most of the time after being rescued. Kept anywhere from 4 to 25 horses boarded for 3-4 months at a time or until they became healthy. This included feeding, ensuring medication was administered (if applicable) and living conditions were as clean as possible. This was continued until the person who adopted the horse originally was given the OK that the horse was healthy enough for travel. The place that took in horses to be slaughtered eventually closed off adoption for the general public which, in turn, ended the boarding business I was running.

Computer Technician

Valley School District-Valley, WA
2014 to 2014

Responsibilities

Addressed technical needs of the entire school to ensure a smooth running system. Repaired hardware as needed so long as it was under warranty.

Accomplishments

Was a decent job but there was no way I could live off a thousand dollars once a month. Worked here for a month and was literally unable to afford to work there.

Supervisor understood my situation and was sorry to see me quit as there was nothing they could do with the budget they had.

Skills Used

General computer repair knowledge with network infrastructure understanding and dealing with virtual private networks.

Dealing with kids and teachers as well.

Computer Technician

IDEA / Galena city school district-Juneau, AK
2008 to 2013

Responsibilities

Worked with thousands of families to maintain anything in the technological field to ensure their homeschooling needs were satisfied.

Helped maintain a state wide network, wired and set up new offices.

Accomplishments

I wired an entire airforce base in Galena that the company turned into a boarding school with siriusxm wifi arrays and helped setup the point to point connections to each building.

Also had 100% customer satisfactory rating for five years straight with our families for technical support.

Skills Used

People skills, communication, ability to interact with kids, ability to show compassion towards the less fortunate students and ensure their needs were met.

Ability to travel all throughout Alaska to work at specific locations to either lead or assist in specific tasks as needed for the area.

General computer knowledge (hardware and software) and the ability to recognize infections and eliminate the threat thoroughly.

Drywaller

Thunder Mountain Drywall-Juneau, AK

2007 to 2008

Responsibilities

"It does what it's told"

Accomplishments

Helped finish out numerous houses in Juneau from hanging the board all the way to painting it.

Skills Used

Strength and ability to do basic math with tape measurements.

Office Assistant

Northern Lights Inc / Cutting Edge Development-Juneau, AK

2006 to 2007

Responsibilities

Input bills into intuit programs, manage accounts, take calls, assist with payroll, design and submit bids.

Accomplishments

Learned alot about the paper workings of the construction world and had great experience with intuit programs.

Skills Used

Patience with a short tempered and verbally abusive boss.

Education

General

Pickford Public Schools

Skills

- Computer hardware
- Desktop support
- Microsoft Office
- Operating systems
- Hardware repair, software repair, warranty work, author, writer, drywaller, heavy machine operator, accounting, wiring installation
- Technical support

Additional Information

Basically a jack of all trades in terms of job experience. From construction to computer networks, I've experience with it all.

Left the best job I've ever had in 2013 to come here with my fiancé to live a life on a farm, which we have outside of deer park.

Been living in Deer Park for over a year now and have been forced to keep flying up to Alaska to hang drywall (which I despise doing) in order to survive financially. Despite my experience and abilities, I've yet to have even one person call me back after submitting a resume or application.