SORWIL

TECHNOLOGY SOLUTIONS

Proposal Summary:

It is with great enthusiasm that we present a comprehensive proposal for Managed IT Services tailored to address the evolving needs of The City of Lansing government. At SorWil Technology Solutions, we deeply recognize the critical importance of establishing a partnership founded on flexibility, unwavering availability, and a steadfast commitment to prioritizing the city's requirements. We acknowledge the significance of promptly addressing concerns, fostering a robust and communicative relationship, and adopting a proactive approach to support, even during unforeseen emergencies.

Our proposal centers around five essential areas—Desktop Support, Network Support, Physical Infrastructure Management, Software Management, and Strategic Support. With a profound dedication to enhancing your city's technological landscape, we pledge our commitment and expertise.

1. Desktop Support:
Managing The City of Lansing's computing environment is a task we approach with utmost dedication. With a total of 70 desktops, all operating on Windows 10 or 11, our specialized Desktop Support team is well-equipped to ensure uninterrupted operation. Our services extend to both on-site and remote support, providing comprehensive assistance regardless of the location. We excel in efficient troubleshooting, seamless software installations, hardware maintenance, and proactive monitoring. Our goal is to minimize downtime and optimize productivity, empowering your staff to remain focused on their tasks without the disruptions caused by technical glitches.

2. Network Support:
In today's interconnected world, a reliable network infrastructure is paramount for the seamless operation of city services. Our Network Support services cater to The City of Lansing's five physical locations, each boasting public-facing and private-facing wireless networks. Secure and high-speed connectivity is our priority, facilitating efficient communication and data exchange across various departments and facilities. Our expert team adeptly manages network configurations, deploys robust cybersecurity measures, and conducts regular audits to ensure the utmost integrity of your data and systems. Notably, our network appliances feature cutting-edge Ubiquiti hardware and SonicFirewall solutions, fortifying your network's security.

3. Physical Infrastructure Management:
The heart of The City of Lansing's digital operations lies in its IT infrastructure. With a total of 17 servers, encompassing both virtual and physical configurations, we offer comprehensive Physical Infrastructure Management. Our skilled technicians ensure optimal server performance, uptime, and scalability. Meticulously managing these servers enables your government to run critical applications and services smoothly, contributing to the seamless functioning of various municipal operations.

4. Software Management:

Efficient software management is pivotal for streamlined operations. We specialize in managing a variety of software systems crucial for The City of Lansing's functions, including:

- Tyler Technologies' Fund Balance
- Esri ArcGIS for comprehensive geographic information systems
- Tyler Tech Public Safety & Kansas Law Enforcement Records (KLER)
- Tyler Tech Municipal Justice & Content Manager

5. Strategic Support:

Strategic planning is at the core of our approach. We collaborate closely with your team to develop an IT roadmap that aligns with The City of Lansing's long-term objectives. Our Strategic Support empowers you to harness technology to its fullest potential, making informed decisions that maximize efficiency and reduce costs. We specialize in areas crucial to city governance, including compliance, cybersecurity, and disaster planning. Through regular assessments, innovative solutions, and proactive guidance, we ensure that your technological landscape remains agile and adaptable in the face of evolving demands.

Why Choose Us:

- **Experience:** With over 50+ years of industry experience, we possess a deep understanding of the unique challenges that local government IT management presents.
- **Dedicated Team**: Our certified technicians are dedicated to providing prompt and effective solutions, ensuring uninterrupted city operations.
- **Scalability**: As The City of Lansing grows, our services seamlessly expand to accommodate increasing technological demands.
- **Security:** We prioritize cybersecurity, employing the latest protocols to safeguard sensitive data and ensure compliance with regulations.
- **Cost-Efficiency**: Our services deliver exceptional value, offering budget-friendly solutions without compromising quality.

We are excited about the potential collaboration with The City of Lansing to enhance its technological infrastructure and drive efficient, citizen-centric services. Our commitment is to empower your government to focus on its core functions while we handle the intricacies of IT management.

Staff Contact information

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Marvin Soriano
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Dr. Ernesto Couso
Chief Technology Officer
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Griffin Hancock
Chief Technology Officer
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913-702-2317

Business Profile:

SorWil Technology Solutions is a thriving and dynamic local business based in Lansing, Kansas. Established in April 2023. We have quickly gained momentum and are currently on pace to achieve a remarkable one-million-dollar revenue milestone within our first year of operation. With a robust growth trajectory, our team has expanded to include five skilled staff members, with ambitious plans to welcome an additional 3 to 4 team members by the close of our inaugural year.

Our senior partners; Joe Wilson and Marvin Soriano, boast over 50 years of combined experience in the IT industry. Joe previously ran a local business in Leavenworth by the name of JNJtech. This business operated from 2001 to 2016 before he successfully sold it. Notably, Joe served the city of Lansing with distinction for many years. Joe and Marvin further joined forces as part of a Google partner from 2020 to 2022, where they initiated and nurtured a managed services practice for the company. This endeavor proved immensely successful, with the company achieving a remarkable $750,000 in its inaugural year.

SorWil, despite being just five months old, is already poised for extraordinary growth. Our current trajectory indicates that we are on track to achieve a revenue of $1 million by the end of our first year. At the helm of our technical expertise stands our Chief Technology Officer, Dr. Ernesto Couso, who possesses a Doctorate in networking and cloud architecture. Dr. Couso is the embodiment of excellence in our field, holding a multitude of certifications that attest to his proficiency. His contributions have been instrumental in orchestrating network redesigns and successful transitions to cloud platforms for numerous customers.

While the rest of our staff has fewer than five years of industry experience, each member has been meticulously selected for their exceptional customer service skills. At SorWil, our paramount priority is customer satisfaction and delivering an unparalleled customer experience. This ethos underscores our steadfast dedication to serving our clients with unwavering commitment.

SorWil Technology Solutions proudly serves a diverse clientele across the United States, a testament to our versatility and expertise. Our portfolio includes esteemed clients such as Stance, Proman Staffing, and Girls Write Now, showcasing our ability to cater to a wide range of industries and organizations. In addition to our national partnerships, we maintain strong relationships with local entities like The Leavenworth Catholic Schools and St. Paul Lutheran School, among others. This balanced clientele underscores our commitment to delivering top-tier IT solutions at both a local and national level.

SorWil Technology Solutions proudly maintains an unblemished legal record, devoid of any involvement in legal issues or disputes. This commitment to ethical conduct and adherence to legal standards underscores our dedication to operating with integrity. We prioritize transparent business practices and ensure that our interactions with clients, partners, and stakeholders reflect our unwavering commitment to professionalism.
Qualifications:

In its current operational state, SorWil Technology Solutions has not engaged directly with any current municipalities. However, it's important to note that our co-founder, Joe Wilson, brings a wealth of experience from his previous work with the City of Lansing, providing him with an extensive understanding of the municipal landscape.

Recently, SorWil successfully collaborated with Proman Staffing to facilitate their transition from an existing Managed Service Provider (MSP) to our services. Our acquisition of the corporate office in Chicago, along with its 70 additional sites, marked a significant milestone in our growth trajectory. This engagement involved a consulting agreement valued at $250,000. Furthermore, we have been entrusted to aid in the merger of a new business acquisition, encompassing an additional 200 users and 30 sites.

Stance, a valued customer, was initially fostered during our tenure at a Google Partner. Choosing to continue their partnership with Marvin, Stance—a corporation headquartered in California with 22 retail stores—has been an integral part of our client base. Following the challenges posed by Covid-19 and resultant staff reductions, Stance transitioned to our Managed Service Provider services to ensure their technological stability.

Our current engagement with Compass Constructors underscores our commitment to enhancing cybersecurity readiness, and facilitating government project certifications. In this instance, we are tasked with elevating their cybersecurity posture. Operating without an in-house IT staff or established infrastructure, Compass Constructors is undergoing significant network infrastructure improvements. This project, valued at $50,000, underscores our dedication to delivering tangible results and fostering secure digital environments.

As SorWil continues to evolve and extend its reach, each of these experiences adds depth to our expertise and reaffirms our capability to navigate diverse challenges and provide effective solutions. We remain resolute in our commitment to offering exceptional services that resonate with clients' unique needs and objectives.

Work Plan:

SorWil Technology Solutions employs a unique billing approach that revolves around the anticipated number of hours required to cater to our clients' needs, as opposed to being contingent on the total number of devices. Based on our comprehensive work plan, we propose that The City of Lansing would optimally benefit from a dedicated allocation of 40 hours per month. This service plan encompasses two on-site staff visits per week, effectively addressing any arising issues.

Our modus operandi involves close collaboration between SorWil staff and designated personnel from the Lansing team. This ensures a seamless coordination of efforts, enabling us to promptly address concerns, provide desktop support, and offer informed responses to users.

To streamline our operational processes and enhance issue tracking, we propose the reinstatement of the use of Spiceworks—a robust platform for ticketing and issue management. By employing Spiceworks, we aim to foster an efficient communication channel that facilitates swift problem resolution, ultimately contributing to an optimized user experience and uninterrupted city operations.

SorWil Technology Solutions is prepared to introduce a Remote Management and Monitoring tool (RMM) to establish a proactive support system. This advanced tool incorporates Bitdefender as its endpoint protection solution, ensuring comprehensive security measures for all devices within the Lansing infrastructure. Our plan involves deploying this RMM tool across all Lansing devices, extending robust protection and oversight.

As part of our strategic approach, we will meticulously identify critical devices such as servers and key machines that warrant an additional layer of safeguarding. These identified devices will benefit from scheduled backups facilitated by the RMM tool, reinforcing data integrity and resilience.

A standout feature of this RMM tool is its ability to execute remote software deployment and execute necessary scripting seamlessly. This functionality streamlines essential software updates, enhancements, and script-driven tasks, all while minimizing disruptions to daily operations.

The City of Lansing manages a diverse array of approximately 17 servers, encompassing both virtual and physical configurations. This notable infrastructure, while substantial for a municipality of its size, underpins critical city operations. The consistent monitoring and round-the-clock responsiveness that these devices demand are paramount to maintaining uninterrupted services.

These servers serve as the backbone of the city's functionality, housing vital data and facilitating essential processes. As part of our commitment to ensuring seamless operations, SorWil Technology Solutions recognizes the indispensable nature of these devices. We pledge to undertake regular monitoring to detect and address any potential issues promptly, day or night.

Frequent evaluations are key, as these servers necessitate continuous reviews for updates, be it firmware or software enhancements. Staying at the forefront of updates is crucial to uphold security, optimize performance, and adhere to best practices.

Furthermore, our vigilance extends to proactive monitoring for alerts, guaranteeing swift response in the event of any anomaly. The significance of these devices in the city's daily functions reinforces our dedication to upholding their reliability, safeguarding sensitive data and sustaining the citizen-centric services they support.

Equally vital in this robust technological ecosystem are the network switches, which uphold the connectivity that facilitates citywide communication. We are committed to ensuring their uptime

through meticulous oversight, regular reviews, and timely upgrades or replacements as deemed necessary.

The City of Lansing currently lacks an established IT leadership figure with the requisite experience and certifications needed to propel its technological progress. Recognizing this gap, SorWil Technology Solutions presents a comprehensive solution: our Virtual Chief Technology Officer/Chief Information Officer (vCTO/vCIO) services. We stand prepared to assign a dedicated staff member to assume this crucial role within the city's operations. This strategic step aims to not only address immediate challenges but also drive sustained growth.

Our primary objective is to ensure the city's adherence to compliance and governmental regulations. The landscape of regulations governing IT is dynamic and intricate. Our vCTO/vCIO services bring a wealth of experience in navigating these complexities, guaranteeing that the city's technological operations align with all necessary standards.

Furthermore, cybersecurity stands at the forefront of our initiatives. Leveraging our expertise, we will work collaboratively to implement an enhanced cybersecurity posture. This encompasses robust defenses against cyber threats, proactive monitoring, and swift incident response protocols.

In recognition of the unpredictable, we will assist in developing a comprehensive business continuity plan and disaster recovery strategy. These measures are crucial to ensure the city's uninterrupted operation in the face of potential disruptions, be it due to technical glitches, cyberattacks, or natural disasters.

Transition:
SorWil Technology Solutions strongly recommends implementing a 30-day transition plan that includes a strategic overlap with the current Managed Service Provider (MSP). Our objective is to ensure a seamless transition process that encompasses understanding and gaining access to all essential equipment, software, and tools required to provide effective support to The City of Lansing.

Central to this transition plan is a comprehensive knowledge transfer from the outgoing MSP to SorWil. This transfer will enable our team to familiarize themselves with the city's IT environment, unique configurations, and operational intricacies. Our goal is to ensure uninterrupted service to the city's operations during and after the transition.

It's important to note that SorWil does not seek access to the outgoing MSP's proprietary tools or systems. Rather, our intention is to replace these tools with SorWil's proprietary solutions,

customized to align with the city's specific needs and requirements. This transition to our proprietary tools is part of our commitment to delivering tailored and effective IT solutions.

By implementing this 30-day transition plan with a focus on knowledge transfer and tool replacement, SorWil aims to provide The City of Lansing with a smooth, secure, and efficient transition process that minimizes disruptions and sets the stage for a productive and collaborative partnership.

Service Level Agreement

At SorWil Technology Solutions, we place a strong emphasis on establishing Service Level Agreements (SLAs) that set the foundation for our commitment to delivering exceptional service and support to The City of Lansing. Our approach to SLAs is comprehensive and tailored to meet the city's unique needs and priorities. Here's how we structure our SLA framework:

1. Customized SLA Development:

We recognize that each client has distinct requirements and expectations. Therefore, we collaborate closely with The City of Lansing to develop SLAs that align with your specific operational demands, goals, and industry standards.

2. Clearly Defined Metrics and Benchmarks:

Our SLAs outline the key performance indicators (KPIs), response times, resolution targets, and service availability that underpin our services. These metrics serve as benchmarks for measuring the effectiveness of our support.

3. Responsive Issue Management:

Our SLAs define response times for different levels of issues, ensuring that critical incidents are addressed swiftly. Whether it's a critical server malfunction or a minor user query, we allocate appropriate response times to ensure efficient resolution.

4. Proactive Monitoring and Reporting:

Our SLAs extend beyond issue resolution to include proactive monitoring. We continuously monitor your IT environment to detect potential issues before they escalate. Regular reporting ensures transparency, enabling you to gauge the performance of our services.

5. Escalation Procedures:

In the event that an issue requires escalation, our SLAs provide clear guidelines for the escalation process. This ensures that urgent matters are swiftly escalated to higher-level experts, facilitating prompt resolution.

6. Continuous Improvement:

We consider SLAs not only as performance metrics but as opportunities for continuous improvement. Regularly reviewing SLA performance allows us to identify areas for enhancement, refine processes, and adapt to evolving requirements.

7. Flexibility and Communication:

Our SLAs are designed to be flexible, allowing for adjustments as your needs evolve. Open communication is a cornerstone of our approach, and we maintain regular dialogue to ensure that our SLAs remain aligned with your goals.

8. Transparency and Accountability:

SorWil remains fully transparent regarding our SLA performance. Our reporting mechanisms provide a clear view of how we're meeting the agreed-upon metrics, demonstrating our accountability to The City of Lansing.

- 24x7 Service Desk support service level metrics as outlined below:

Phone call wait time

<= 1 min.

Phone call abandon rate after 60 seconds

<= 10%

Email ticket acknowledgement response

<= 1 hour

Issues will be reviewed and prioritized based on the table below:

P1	The entire office / business critical system function(s) is in jeopardy or unavailable.	30 Minutes
P2	A department or group's ability to perform a business-critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time.	1 Hour
P3	Individual or work group experiencing a loss of access or performance degradation to a non-critical system.	4 Hours
P4	A department or individual's ability to perform a job function may be impacted or inconvenienced but can continue performing business functions.	1 Business Day
P5	An informational request. No business system impact.	1 Business Day

Hours of Operation:

SorWil provides remote support from 8 AM CST to 5 PM PST. SorWil provides 24/7 support on critical systems. After hours emergencies, weekends and holidays will incur a $100 an hour charge for issues that need immediate resolution. Scheduled off hours work will not be billed. There is no additional charge for any work performed onsite during normal hours regardless of schedule or issue type, even if it is outside the scheduled daily onsite work hours.

At SorWil Technology Solutions, we approach the project for The City of Lansing with a strategic focus on assembling a skilled and qualified team. Our key project team members are selected based on their expertise, experience, and qualifications to ensure the successful execution of each aspect of the project. We are committed to delivering a consistent and reliable project team, and we understand the significance of maintaining key personnel throughout the project's lifecycle.

Project Leadership:

Marvin Soriano: As a co-founder with over 25 years of IT industry experience. He will serve as the Project Manager, overseeing the entire project's execution, ensuring alignment with the city's objectives, and fostering seamless communication.

Virtual CTO/CIO:

Joe Wilson: is the ideal candidate to assume the role of Virtual Chief Technology Officer/Chief Information Officer. His extensive certifications, hands-on experience, and strategic mindset make him exceptionally qualified to guide the city's technological strategy, compliance efforts, and cybersecurity initiatives. Joe specializes in business continuity and disaster recovery planning. With experience in developing resilient strategies, they will work closely with the city to ensure comprehensive preparedness for potential disruptions.

Desktop and Network Support:

Dustin Dreiling, Griffin Hancock and Trustyn Wilks: Our designated desktop and network support expert will be responsible for providing on-site and remote assistance, handling desktop troubleshooting, software installations, and overseeing network configurations. They possess 10 years of experience in delivering technical support to diverse environments. With expertise in Remote Management and Monitoring (RMM) tools and endpoint security, this team member will take charge of deploying and managing the RMM tool, including Bitdefender endpoint protection. They are well-versed in ensuring the security and optimal performance of devices. Infrastructure and Server Management:

Dr. Ernesto Couso: Our infrastructure and server management expert will manage the diverse server environment, comprising virtual and physical configurations. Their 20 years of experience in server administration, proactive monitoring, and maintenance make them adept at ensuring uptime, security, and performance optimization.

Key Personnel Resumes:

Attached to this proposal, you will find detailed resumes of our key personnel, highlighting their qualifications, industry certifications, and past experiences relevant to this project. We understand that the expertise and experience of our team members play a pivotal role in ensuring the project's success.

Our commitment to maintaining key personnel throughout the project aligns with your expectations. We recognize that stability and consistency are essential for effective project execution and optimal outcomes.

SorWil Technology Solutions recommends a series of innovative approaches that hold the potential to enhance the efficiency and effectiveness of The City of Lansing's technological landscape. At the forefront of these recommendations is the strategic reduction of physical servers, coupled with a deliberate migration to cloud-based solutions. This transformation not only presents a significant opportunity for cost savings by mitigating the need for frequent hardware replacements but also streamlines operations and resource allocation.

The migration to the cloud, while entailing an initial investment, promises substantial long-term benefits. One such advantage is the potential to bolster uptime during instances of internet outages, thereby minimizing disruptions in critical city services. This innovative transition also paves the way for increased scalability, flexibility, and accessibility, facilitating seamless operations across departments.

In the realm of cybersecurity, SorWil proposes the implementation of a comprehensive training program with a focus on active phishing simulations. This proactive approach to educating staff about cyber threats and their tactics not only fortifies the city's cybersecurity posture but also yields tangible results in the form of reduced cybersecurity premiums. By empowering employees to identify and respond to potential phishing attempts, the city can actively contribute to safeguarding its digital assets and sensitive data.

Beyond these core recommendations, SorWil envisions further innovations in various areas. Upgrading video conferencing capabilities can streamline communication and collaboration, enhancing remote and cross-departmental interactions. These enhancements could foster efficient decision-making processes and support the city's efforts to remain adaptable in an evolving technological landscape.

Cost Proposal:

Service Line	Quantity/ Hrs	Cost	Total
Desktop Support	30	185	$5550
Network infrastructure Support	10	225	$2250
Virtual IT Leadership	10	225	$2250
RMM Tool	55	10	$550
AFI Backup for O365 Email	55	3.00	$165
Server Backup (software+ Storage)	17	55	$935
Total			$11700
Discount			-$3500
Monthly Total			$8200

The costs presented encompass all-encompassing services provided by SorWil Technology Solutions for The City of Lansing. Any supplementary costs beyond the designated timeframe will be subject to a billing rate of $100 per hour. While we anticipate that this scenario is unlikely, in the event of potential additional costs, SorWil's team will engage in transparent discussions with City Staff to ascertain feasibility.

Moreover, SorWil Technology Solutions remains attuned to the dynamic nature of the technological landscape. As a forward-looking partner, we acknowledge that new opportunities and challenges may emerge that fall outside the confines of the initial Request for Proposal (RFP). These potential services could encompass:

Deploying New Physical or Virtual Servers: If the need arises to introduce new physical or virtual servers into the infrastructure, SorWil is poised to handle the entire process. Our expertise includes seamless deployment, configuration, and optimization to align with the city's evolving operational requirements.
Setting Up a New Physical Site: As The City of Lansing explores growth initiatives or geographic expansions, our team can ensure the establishment of new IT infrastructure. This includes network setup, server integration, and seamless connectivity for consistent operations.
Deploying New Technology: The integration of cutting-edge technologies, such as advanced communication tools, IoT devices, or specialized software, can enhance service delivery. SorWil

is prepared to facilitate the deployment of these solutions, ensuring they integrate seamlessly into the existing framework.

In every instance, SorWil remains dedicated to maintaining the same high standards of excellence, transparency, and collaboration. The provision of detailed proposals prior to initiating any work ensures that The City of Lansing is fully informed and empowered to make decisions in line with its evolving needs. Our commitment extends beyond the initial engagement to serve as your agile and innovative technology partner, capable of addressing new challenges and opportunities as they arise.

We extend our sincere gratitude to The City of Lansing for providing us with the opportunity to submit our proposal. It is a privilege to be considered as a potential technology partner for your esteemed organization. We truly value the chance to showcase how SorWil Technology Solutions can contribute to your city's technological advancement, operational efficiency, and overall success. Thank you for considering our proposal, and we eagerly anticipate the opportunity to demonstrate our commitment to excellence and innovation.

"So, whether it's untangling a tech mess or crafting a strategic IT roadmap, we're driven by one thing: your success story. Our journey is fueled by your achievements, and we're here to make sure those achievements keep shining bright, today and tomorrow."

SorWil IT Staff

Signature Page:

SORWIL
TECHNOLOGY SOLUTIONS

_____
Joshua Gentzler
Director of Economic Development
City of Lansing

_____
Joe Wilson
CEO, Senior Partner
SorWil Technology Solutions

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Date

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Date

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Joe Wilson
IT Professional, Entrepreneur, Technology Enthusiast

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LinkedIn: [Joe Wilson's LinkedIn Profile](https://www.linkedin.com/in/joe-wilson418/)

Summary:
I am a dedicated IT professional and entrepreneur with over 15 years of experience in the industry. My career has encompassed various roles, from being a Senior Partner at an IT company to holding the position of Director of IT at a prominent corporation. Additionally, I have served as both a CTO and CIO, providing me with a comprehensive perspective across the technology landscape. My unwavering commitment to excellence and my passion for technology drive me to seek innovative solutions and make a meaningful impact in the IT sphere.

In a complementary role, I have consistently leveraged my expertise to bridge the gap between cutting-edge technology and practical business applications. This dual perspective has enabled me to not only optimize operations but also contribute to strategic decision-making at the highest organizational levels. I take pride in my ability to stay at the forefront of emerging technologies, ensuring that I remain a forward-thinking leader in the ever-evolving field of information technology.

With a Bachelor's degree in Information Technology and a Minor in Cybersecurity, my academic foundation complements my extensive hands-on experience. I have navigated diverse industries, continually optimizing IT solutions to align with specific business goals. My expertise encompasses network administration, cloud computing, cybersecurity, project management, and client relationship management. I thrive on turning technology into a strategic asset.

Professional Experience:
SorWil Technology Solutions
CEO, Senior Partner
Lansing, Ks , USA,| April 2023 - Present
Key Achievements and Responsibilities:

As CEO, I have led MSPs in developing and executing long-term strategic plans that align with organizational goals and industry trends. Managed day-to-day operations to ensure the efficient delivery of IT services. Monitored and optimized key performance indicators (KPIs) to drive operational improvements.Successfully maintained profitability and sustainable growth through effective budgeting, revenue generation, and cost control strategies. Built and maintained strong client relationships, leading business development efforts, and fostering collaboration with

technology vendors and partners.Stayed at the forefront of technology trends, guiding the adoption of new technologies to maintain competitiveness and drive innovation within the MSP.

Director of IT
Girls Write Now, Inc , NY,NY, USA | Oct 2022 - April 2023

- Establish a robust and scalable network infrastructure from scratch, selecting appropriate hardware and software solutions to support the organization's operations.

- Implement comprehensive cybersecurity measures to safeguard sensitive data and protect against cyber threats, including creating security policies, conducting risk assessments, and ensuring compliance.

- Develop and oversee training programs to enhance the technical skills and digital literacy of staff members, empowering them to leverage technology effectively.

- Efficiently allocate budgetary resources, seeking cost-effective solutions and prioritizing spending to maximize technology impact while adhering to financial constraints.

- Stay updated on technological advancements, seeking opportunities to innovate and optimize IT processes to better support the nonprofit's mission and objectives.

Chief Technology Officer
Boston Partners, Boston, USA |June 2021 - Present

- Provided on-site and remote IT support to clients, diagnosing and resolving hardware and software issues.
- Assisted in the installation, configuration, and maintenance of servers, workstations, and network equipment.
- Conducted routine system backups and ensured data integrity for clients.
- Collaborated with team members to streamline IT processes and improve efficiency.
- Participated in client training sessions to enhance user proficiency with technology tools.
- Assisted in managing IT inventory and tracking assets for clients.

Education:

Bachelor of Science in Information Technology, Minor in Cybersecurity
CSU Global, Denver, USA |May 2021

Certifications:
-Cisco Meraki Certified
- Microsoft Certified Professional

MARVIN SORIANO
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https://www.linkedin.com/in/marvinsoriano/

Senior Partner and Chief Operating Officer

Driving operational excellence, fostering innovation, and ensuring seamless cross-functional collaboration within a couple of dynamic startup environments. My leadership and strategic insights have been instrumental in positioning the company for rapid growth and sustained success.

TECHNICAL SKILLS

- Cloud Computing
- GSuite / Google Apps
- Incident Management

- SaaS
- MS Office | O365
- Customer Success

- Enterprise Software
- Change Management
- Consulting

PROFESSIONAL EXPERIENCE

SorWil Technology Solutions, Lansing, KS   May 2023 – Present
Senior Partner | Chief Operating Officer
Overseeing day-to-day operations, ensuring they are running smoothly and efficiently. Works with the CEO to develop and implement the company's strategic goals into actionable plans.
- **Strategic Leadership:** Lead in the development and execution of the company's operational strategy, aligning with overall business goals. Ensures the optimization of resources and enhances operational efficiency.
- **Cross-Functional Collaboration**: Spearheaded collaborative efforts among diverse teams. Facilitates effective communication, fostering a culture of shared objectives and streamlined processes.
- **Team Empowerment**: Mentors a high-performing operations team of professionals, fostering their growth and skill development that boosts employee engagement and retention.
- **Risk Management**: Proactively identified operational risks and devised mitigation strategies, safeguarding the company from potential disruptions.

Wursta Corp, Austin, TX   Dec 2020 – May 2023
Director | Managed Services and Support
Building a team for post sales Customer Support.
- Build out a world-class support team structure.
- Work collaboratively with Identifying and escalating complex technical / business issues within the Sales, Customer Support, and Engineering organizations.
- Provide technical assistance and support for internal and external queries and issues related to computer systems, software, and hardware
- File enhancement requests and work with product management / product marketing to understand requested product enhancements.

Cloud Sherpas + ACCENTURE, Los Angeles , CA   Feb 2012 – Oct 2020
Customer Solutions Engineer Lead | Cloud Management GSuite
Solved internal and external customer related technical support cases.

- Proactively stay up to date with all the latest technologies concerning Google products and the underlying technologies and disseminate this knowledge to the other engineers and Customers.
- Identifies and escalates complex technical / business issues within the Sales, Customer Support, and Engineering organizations.
- File enhancement requests and work with product management / product marketing to understand requested product enhancements.
- Conducts performance evaluation of direct reports to promote individual development and assure business objectives/goals were met and exceeded.

ADDITIONAL RELEVANT EXPERIENCE

EMERSON NETWORK POWER, Avocent Data Center - Infrastructure Support Lead
HEWLETT-PACKARD - Global IT Solutions Specialist
SYKES ASIA, INC. - Level 3 Technical Support Engineer (L3) – Palm
ClientLogic Phils. Inc. - Product Specialist (Product Specialist / Level 2)

EDUCATION

Bachelor of Science - Computer Science | University of Pangasinan

CERTIFICATIONS

Google Cloud | Professional Collaboration Engineer

Griffin Hancock

Leavenworth, KS 66048
griffin.hancock350@gmail.com
+1 913 702 2317

Hello I'm Griffin Hancock, a hardworking individual. Wide variety of knowledge with electronics, computers apps like excel, word, PowerPoint, and many video editing softwares. Handy with all types of hand tools and power tools.

Work Experience

IT Support Specialist

SorWil Tech Solutions - Leavenworth, KS
July 2023 to Present

At Sorwil I focus on customer support in the technology field. Stimming from onsite and remote support. Fulfilling customers needs as well as going above and beyond with customer service.

Maintenance Technician

Michaels - Leavenworth, KS
September 2022 to June 2023

At Michaels I am a maintenance technician on Fort Leavenworth. This job includes working on Appliances, plumbing, electrical, and machine operations. Day to day activities require gathering parts needed for specific job duties as well as running emergency work tickets. Loading and unloading trucks with a forklift.

Retail Assistant Manager

Wireless Vision, LLC - Leavenworth, KS
June 2021 to September 2022

Assistant store manager. My job is to lead my team to success when the store manager isn't present. Making sure all employees are up to date on current pricing, promotions, and trainings. Assist team members on locking down sales opportunities.

Sales Associate/Manager

AT&T - Saint Joesph
September 2018 to September 2020

I am a retail associate. I sell phones, Direct TV, and AT&T internet. I provide customers with solutions on how to get the most out of our service. Helping them with issues or problems they are having with service, apps, insurance claims, and much more. I managed the store for 8 months (January 2020-September 2020)

Dockworker

Old Dominion Freight Line - Saint Joseph, MO
June 2018 to October 2018

Make sure freight was successfully unloaded and loaded in to the trucks via forklift. Use a computer weigh system and truck generator. Clean and sweep dock.

Electrical Department Associate
Home Depot / Freight - Saint Joseph, MO
January 2018 to June 2018

Part time job for while I was in school. Home Depot taught me how to work at a fast pace while being in a team. I would help customers in the electrical department, assisting them with finding products in the store.

Mechanical contractor Laborer
D'agostino - Kansas City, KS
May 2017 to August 2017

66106
I worked here for my summer before college. I didn't want to work at a job that wouldn't teach me something. I learned how to take orders from a higher authority. I was never behind on the job. While working there for a short period of time, I was taught, how to soder copper pipe, laying steel pipe to supply and return water sources, use power tools, and drive a forklift.

Education

Diploma in High school
Leavenworth Sr High School - Leavenworth, KS
August 2013 to May 2017

Skills

- ADOBE PREMIERE (3 years)
- Social Media Management (2 years)
- Video Production (5 years)
- Photography (5 years)
- Final Cut Pro
- Filming
- Video Editing (5 years)
- Power tools (6 years)
- Warehouse experience
- Forklift (5 years)

Certifications and Licenses

Forklift Certified
July 2018 to July 2021

Drivers License

Additional Information

Skills

Use of all tools power/hand
Able to drive a forklift
Very well at public speaking
Prioritizing my time with completion
All electronics. Phones, computers, tablets and smart watches
The use of all microsoft applications
Can use video editing software: Final cut pro, adobe premiere pro, imovie

Trustyn Wilks

1310 Kentucky St. Lawrence, KS 66044
785-817-8309
trustynwilks@gmail.com

Education
08/2018 to 12/2020

Associate of Applied Science Flint Hills Technical College

Computer Program Design and Development:
- HTML & CSS
- Visual Basic
- PHP
- JAVA
- C#
- mySQL Database
- Access Database
- Website Design
- Database integration and management
- PC hardware and software management, troubleshooting, and installation **2018 General**

Studies Madison High School

Employment History

4/2022-6/2023 Customer Support Analyst

Wursta Inc.
- Troubleshoot hardware and software related issues remotely via Google Workspace and any other supported systems
- Support day to day tasks such as onboarding, offboarding, initial setup for new users, creating and updating groups etc.
- Integrate new businesses into Google Workspace and support cohesion/transition outside infrastructures
- Monitor individual customers ticketing systems, provide assistance for break/fix issues and assess escalation if necessary

9/2021 - 4/2022 Internet Service Technician

Midco Internet and Cable

- Diagnose and troubleshoot internet and cable services
- Resolve hardware and software issues customers may be

- Install new equipment and ensure functionality
- Assess network health in any given location to provide proper internet and cable services

6/2020-6/2021 Production Lead
Simmons Pet Food

- Manage a crew on the production floor, ensuring the workload is being shared
- Properly any new crew member how to do their job. These jobs include forklift driver, table operators, fresh receiving operators, and manifestor
- Coordinate with other production departments to ensure proper materials is being used for the product, as well as the right weight for each batch
- Keep track and record various ingredients and the amounts used
- Drive and operate a forklift to ensure the operators have enough meat for the batch
- Provide troubleshooting and operation of equipment
- Assist any other lines when their lead is not present

10/2019-6/2020 Part-Time Manager
Dollar General

- Manage and stock inventory
- Manage Sales Associates/provide training to new employees
- Provide customer service
- Process cash and credit card transactions
- Assemble store displays/set seasonal shelves as needed
- Complete nightly book balances/report daily sales

05/2018 to 08/2018
Spray Foam Installer Kansas Spray Foam Insulation

- Operate spray foam gun/generators and any other equipment
- Exchange chemical barrels as needed
- Cleaning and maintenance of equipment
- Trained and managed new employees

08/2017-05/2018 Sales Associate
Haag Oil/BP

- Manage and stocked inventory
- Operate fuel pumps
- Maintain customer accounts
- Complete nightly book balance/reporting

DUSTIN DREILING
IT TECHNICIAN

E-MAIL:
DJIN34@LIVE.COM

TELEPHONE:
913-256-9369

ADDRESS:
809 N 11TH ST
LEAVENWORTH, KS 66048

OBJECTIVE
To further my career in the IT industry by continuing to develop my skills, knowledge, and expertise, while providing quality support to whoever needs help.

SKILLS & ABILITIES
• Quick Learner
• Organized
• Composed
• Problem-solving
• Modest
• Meticulous

EDUCATION

WASHBURN INSTITUTE OF TECHNOLOGY
2017-2018
Attended the Computer Networking and Repair course. Obtained the CompTIA A+ Certification.

MCLOUTH HIGH SCHOOL
2015-2018

EXPERIENCE

ISPN, LENEXA KS
OCTOBER 2018–SEPTEMBER 2019

Assisted users with issues over the phone under the guise of ISPs nationwide. Cultivated a mindset to provide quality, timely customer service, with customer satisfaction being the top priority. Developed skills in working with customers of any technical experience, encouraging them into troubleshooting, and patiently walking through the steps needed to do so. Worked with ALL varieties of Internet setups and equipment.

COMPREHENSIVE LOGISTICS, KANSAS CITY KS SEPTEMBER 2019–2022

Provided hybrid technical support for a company focusing on warehousing logistics in the car industry. Worked with a wide range of devices, from typical office equipment to mobile scanners and thermal printers. Managed all local IT projects, PO Orders, and customer audits while reporting to the Regional IT Manager.

WURSTA, AUSTIN TX
OCTOBER 2022–2023

Worked as a Customer Support representative for a Google Workspace re-seller. Worked closely with clients to ensure their staff was properly prepared to utilize Google Workspace. Achieved Google certifications related to Google Workspace, as well as Google Workspace for Education.