Invitation to Negotiate 2021-03TCSA
Temporary Labor Services

Table of Contents

A. SkillStorm Qualifications and Experience

A1. Qualifications

SkillStorm will support University of Central Florida ("UCF") with the 3 pillars of talent acquisition it developed to address the domestic technology skill shortage in the United States.

First, SkillStorm will provide staffing capabilities to fill immediate UCF requirements at all levels ("StormStaff"). SkillStorm will fulfill these immediate requisitions from our various domestic talent pools, veterans in technology partnerships, and our extensive pipelining efforts of current and past consultants.
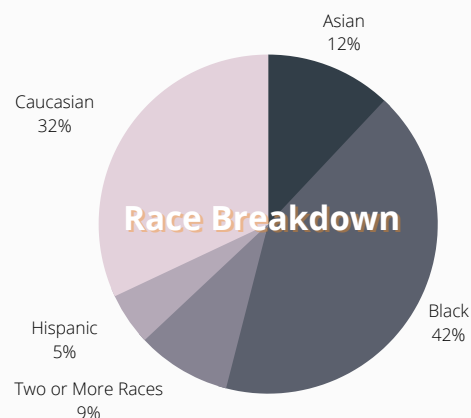
Second, SkillStorm will support UCF's workforce and project development with our Next Generation ("NexGen") and Apprentice programs to deliver an exclusive pipeline of customized talent at scale. SkillStorm specializes in assembling high-performance technical teams to providing consulting services to achieve our clients' project goals.

Finally, SkillStorm's Accelerator program is available to continuously modernize and enhance UCF's current workforce efficiently adding new skills to keep up with rapid technology innovations.

Summary of the SkillStorm offering is listed below:

A. **StormStaff:** SkillStorm has been recruiting IT talent in all skillsets since 2002. SkillStorm can leverage its deep experience recruiting cleared, IT talent from the market to quickly source candidates at all experience levels to support UCF's project delivery requirements. In addition, SkillStorm is able to build tech teams by utilizing its experienced consultants coming off projects and teaming them with our NexGen talent to deliver results at reasonable prices.

B. **NexGen and Apprenticeship:** SkillStorm recruits transitioning military members with college degrees, and recent college graduates, to participate in its immersive training program ranging from 10-14 weeks. SkillStorm can recruit training candidates at scale using its vast veteran and university partnerships.

   1. **Junior Developer Experience:** The equivalent of 2-years' experience is gained through completion of SkillStorm's immersive training program from participation in real-world development projects, team projects, and curriculum designed to improve communication, presentation, and other soft skills.

   2. **Cost:** Because technical resources are being built through SkillStorm's immersive training program, SkillStorm can offer junior resources at lower costs then recruiting technical resources from the limited market.

   3. **Established and diverse talent pipeline:** SkillStorm's emerging talent solution enables UCF to access a replenishable pipeline of diverse junior talent tailored to its requirements at low costs. SkillStorm's demographic make-up of its NexGen and Apprenticeship placements:

Inclusive & Diverse Tech Teams

GENDER
Women in Tech Programs

ETHNICITY
First Generation Programs

THOUGHT
Pathway Programs

Race Breakdown

Asian 12%
Caucasian 32%
Black 42%
Hispanic 5%
Two or More Races 9%

4. **Apprenticeship Program:** SkillStorm's IT Apprenticeship program develops tech talent in your organization while filling UCF's lower technology skill, high volume and attrition positions. UCF may use the IT Apprenticeship program to cultivate its future talent needs while filling immediate lower tech positions. SkillStorm's DOL registered IT Apprentice program is focused on developing transitioning services members with no experience from a Help Desk, QA or tester role, to an experienced certified technologist in 3 years.

C. **SkillStorm Accelerator:** SkillStorm Accelerator is a comprehensive suite of off-the-shelf or custom training and upskilling programs designed to support our UCF's workforce development needs and SkillStorm's employees' specific professional development goals.

We specialize in training in Full-Stack development, DevSecOps, SDET, Cloud (Azure and AWS) and today's most in-demand platforms including Salesforce, Pega, ServiceNow, Appian, etc. All upskilling and training programs are fully customizable.

Instructional delivery methods include:

- Fully online, instructor led or self-paced
- Onsite in our training facilities or onsite at UCF
- Hybrid online and in-person instruction.

Our experienced trainers are experts in their field and prior to joining SkillStorm have all been practitioners and leads on projects in their specialty. This real-world experience ensures UCF team members will be successfully mentored and upskilled.

More importantly, SkillStorm's Accelerator Program will help UCF retain its valuable employees who possess critical domain knowledge, improve productivity, increase employee satisfaction, and reduce costs.

SkillStorm Accelerator Programs are now offered by preeminent universities across the county with SkillStorm delivering its fully online programs to thousands of students and professionals nationally.

Finally, transitioning service members and veterans enrolled in our IT apprentice program have access to StormSurge throughout the 3-year apprenticeship. To advance through the apprentice program, they have to enroll in technology courses (through StormSurge) and achieve the UCF specified software development certifications.

A2. Overview, History and Organization

SkillStorm Commercial Services, LLC is a Limited Liability Company organized under Delaware law with its principal place of business in Jacksonville, Florida.

Primary Contact:

Derek Simon, Director of Business Development
10151 Deerwood Park Boulevard,
Bldg. 100, Suite 425,
Jacksonville, Florida 32256
dsimon@skillstorm.com | 352-390-4493

About SkillStorm

SkillStorm was founded in 2002 as an Information Technologies Services Company. Our purpose is to close the constant demand and supply technology skill gap in North America. SkillStorm served both commercial and federal agencies by providing teams of experienced technologist to consult on technology modernization projects. SkillStorm's government contracting subsidiary SGIS grew rapidly between 2002and 2010 to over 800 employees and 14 offices nationwide. In 2010, SkillStorm sold its government contracting subsidiary to Salient Federal Services. Between 2010 and 2019, SkillStorm focused on growing its commercial technology services business.

The founders of SkillStorm realized a massive skills gap existed in the technology talent pool in the United States. It was clear to them from the challenges encountered in connection with finding qualified technology talent for project support that alternative pathways to technology careers is vital. SkillStorm brought in hire, train, deploy experts Justin Vianello and Joseph Mitchell in late 2019 to launch a hire, train, deploy business to address the skills gap. By January 2020, the recruiting and training infrastructure was in place to bridge the technology skills gap and train qualified developers for commercial and government clients. Today SkillStorm has deployed more than 200 graduates of its NexGen program onto commercial, unclassified government, and classified government projects.

Additionally, because SkillStorm's industry-focused training was highly sought after; we started providing technology training to organizations, individuals, active and reserve military members, and veterans through direct engagements, its university partners, the Army and Air Force Credentialing Opportunities On-Line (COOL) program, and as a preferred training provider for the Department of Veterans Affairs Veteran Employment Through Technology Education Courses (VET TEC) program. In 2021, we trained more than 900 individuals at varying levels through our Accelerator courses.

Founders and Corporate Officers

Vincent Virga, Founder & CO-Chairman of the Board of Managers
Vince is a co-founder and chairman of SkillStorm since our foundation in 2002. Co-founded SGIS which was acquired by Salient Federal Solutions in June 2010. At the time of sale, SGIS had over 800 employees and 14 offices nationwide and had been ranked the 2nd fastest growing private government contractor in the country by Washington Technology Magazine. Bachelor's in Communications, Journalism, and Advertising from University of Central Florida.

Hany Girgis, Founder & Co-Chairman of the Board of Managers
Hany is a co-founder and chairman of SkillStorm since our foundation in 2002. Co-founded SGIS which was acquired by Salient Federal Solutions in June 2010. At the time of sale, SGIS had over 800 employees and 14 offices nationwide and had been ranked the 2nd fastest growing private government contractor in the country by Washington Technology Magazine. Bachelor's in Electrical Engineering from University of Central Florida.

Justin Vianello, Chief Executive Officer
Justin has a proven track record in growing businesses covering many industries including technology, training, consulting, and energy. Previous roles include President/Chief Financial Officer at Revature; Chief Financial Officer of Manalto; Chief Commercial & Financial Officer and Board member of Quantum Power Limited. Honors degree in Business Commerce and an Executive MBA from Bond University.

Joseph Mitchell, Chief Operating Officer
Joe has over 20 years' experience helping scale education, technology and training organizations across North America and Europe. Previous roles include COO and Executive Vice President of Partnerships at Revature and senior leadership positions with Pearson and Blackboard. Joe holds an Honors degree in Information Systems and Business Administration from the University of Northampton and started his career as a software developer in London.

Benjamin Mathews, General Counsel & Corporate Secretary
Ben leads our legal function and serves as corporate secretary to the company's board of directors. Major in the Air Force Reserve Judge Advocate General Corps (JAG) and is currently the general counsel to the Commander of the 622nd Civil Engineering Group at Dobbins Air Reserve Base. Over 16 years of military service including active-duty Army service as an enlisted combat medic. Bachelor's degree from Robert Morris University and a juris doctorate degree from the Duquesne University School of Law.

A3. Size, Track Record, Financial Stability and Years in Business

SkillStorm is a privately held company and does not provide financial information. However, the company has been in continuous operations since 2002, has over 300 employees, and had revenue exceeding $50 million in 2020.

A4. References

Reference Projects

Bank of America

SkillStorm provides direction and oversight to project teams to design, develop, and deploy IT solutions that meet business requirements. Responsible for end-to-end management and delivery of a material change for a project of high complexity across multiple departments within a single business unit. SkillStorm designed, installed, monitored, maintained, and performance tuned production databases while ensuring high levels of data availability. Provided support of a 24x7 environment and on-call support. Performed database backup/recovery management and capacity planning. Managed the Windows platform engineering team, with a wide scope of responsibilities. Worked to migrate from legacy to newer agile development and methods. Led multidisciplinary team dedicated to maintaining legacy issues. SkillStorm built comprehensive dashboards and reports in Tableau. SkillStorm performed development activities, gathered requirements, designed solutions, by developing code/reports, to testing and release. SkillStorm analyzes and delivers content submissions and existing correspondence, maps data variables to existing data, works with the content owners to drive supportable content.

Accenture Federal Services

SkillStorm developed high-level conversational dialogs, flow diagrams, and prototypes that showcased interactions between users and the AI virtual assistant. Collaborated with stakeholders and users to discover the optimal solutions for use cases. Created the language and persona for the AI virtual assistant, utilized internally for support. Created detailed and comprehensive UX documentation and specifications in collaboration with development team. SkillStorm designed, implemented, and automated data pipelines sourcing data from internal and external systems, transforming the data for the needs of the various systems. SkillStorm analyzes and delivers content submissions and existing correspondence, maps data variables to existing data, works with the content owners to drive supportable content. SkillStorm managed project to help drive implementation of infrastructure project. Responsible for the on time/within budget, end to end delivery of the infrastructure (hardware/software). Primary contact to senior management team for all project related questions. Responsible for interfacing with SMEs (such as Chief Engineers, System Admins, Build Engineers, etc.) and management to drive project deliverables and will interact heavily with the application teams to coordinate shared deliverables, provide updates, and handle inquiries.

GENERAL DYNAMICS
Information Technology

General Dynamics Information Technology

SkillStorm was responsible for end-to-end management of a material change for high complexity project, specifically in the DMZ/Cyber Security and IP Management. SkillStorm performed as a network and Red Hat Linux (RHEL) technician in support of Cybersecurity Infrastructure program. SkillStorm worked with the customers, technical teams, and leadership, supporting the Agency's cybersecurity infrastructure program. SkillStorm performed risk analysis for supporting customer requirements, assessed information systems for compliance with the NIST RMF and associated security controls. SkillStorm also reviewed current security assessment, authorization processes, policies, and SOPs, and provided recommendations for improvement. SkillStorm provided Agile project management for a Network Services environment, with familiarity regarding related technologies, inclusive of monitoring systems, network automation technologies, and application analysis/development environments. Subject Matter Expertise and background in Scrum and Agile methodologies.

Reference Projects

Marc Austin, PhD - George Mason University
Executive Director – Professional and Academic Ventures

703-993-3618
maustin8@gmu.edu

Ian Brown - Manpower Group
Strategic Account Director

847-363-9063
ian.brown@manpowergroup.com

Jason A Wilhelm, PCSA, PCBA - Pegasystems Inc
Sr. Manager, University Enablement & Authorized Trainer Partner

480.340.6101
Jason.Wilhelm@pega.com

B. Project Staff Qualifications and Experience

B1. Key Personnel*

Andrew Cihlar
Executive Vice President NexGen Sales

Patrick Walsh
Senior Vice President of Training

Samantha Snyder
Director of Recruitment

Taylor Brown
Director of Delivery

Derek Simon
Director of Business Development

Mackenzie Springer
Delivery and Onboarding Specialist

Resumes included in section D7

B2. Skill Sets

SkillStorm will recruit and hire technologists to work as a SkillStorm employee on your project. 98% of consultants are SkillStorm full time employees. We may decide to use subcontractors on case-by-case basis.

Our technology capabilities include, but are not limited to:

StormStaff - Traditional Staffing
- **Software:** Web Developer, Software Engineer, Software Developer, Front End Developer, Mobile Developer, Data Engineer, Backend Developer, Full Stack Developer, Program Analyst, Application Security Engineer, Java, iOS, Android, SQL, React, PHP, Blockchain, AI, Machine Learning, C#, Python, Product Owner, Scrum Master, Tester, Business Analyst
- **Cybersecurity:** Security Analyst, Security Engineer, Security Architect, Security Administrator, Penetration Tester, Red/Blue Team, Vulnerability Assessor, Security Incident Responder
- **Technologies:** AWS, Azure, Google Cloud, Appian, Pega, Salesforce, ServiceNow, Oracle, IBM, Ansible, Docker, Kubernetes, Jenkins, Workday

NexGen and Apprenticeship
- **Development:** Angular, AngularJS, React, Ajax, JavaScript, HTML, CSS, jQuery, iOS, Swift, Android, Kotlin, Java, Servlets, Spring, Spring Boot, Hibernate, Spring Data, JDBC, REST, SOAP, Express, NodeJS, Python, SQL, MySQL, Oracle, PostgreSQL, MongoDB
- **IT** – Helpdesk, Linux, Cisco, Cybersecurity, Windows Domain, Networking DevSecOps – Maven, Jenkins, CI/CD, Docker, Kubernetes, SonarQube, Ansible, Chef, Puppet, Terraform SDET – Selenium, Cucumber, TestNG, Postman, Soap UI, Junit, Jasmine, Protractor, Karma Cloud – AWS, Azure, Google Cloud, Oracle Platform – Salesforce, PEGA, Appian, ServiceNow

Accelerator Training
- **Software Development:** Intro to Coding, Object-Oriented Programming, Java, Data Structures, SQL, Mobile Applications
- **Cybersecurity:** InfoSec
- **Cloud:** AWS, Azure
- **Platform:** Pega, ServiceNow, Salesforce

Once placed on a client project, SkillStorm maintains consistent contact with our employees to maximize client engagement and identify retention risk. We schedule a regular 1:1 check-in with contractors to provide performance feedback from managers, provide coaching where necessary, and collect feedback for managers for any suggested site improvements. We also schedule a performance check-in at 30, 60 and 90, days; then quarterly thereafter. SkillStorm documents its retention efforts and categorizes each employee's retention risk profile. Employee risk data is tracked and correlated with termination data for comprehensive reporting to senior management. The risk profile data used in conjunction with employee termination data allows SkillStorm to identify trends and created action plans to quickly address employee retention.

C. Ability to Satisfy Scope and Project Approach

C1. Capacity for Providing Temporary Labor Services

SkillStorm has access to numerous industry specific subscription services that provide comprehensive analysis of labor market rates. We utilize this data to ensure we are compensating employees at a fair market rate and ensure client bill rates are appropriate to reduce attrition.

To that end, SkillStorm successfully works within the parameters of our clients' prescribed rate structures. SkillStorm recruiters are highly skilled at working within client prescribed billing rates to source the right candidates for our clients' technical requirements. Under our NexGen and Apprentice model, we recruit junior talent and upskill mid and senior level talent to be certified in enterprise level technology. These programs are structured to deliver certified resources in an extremely cost-effective basis, while offering significant savings to our clients.

As opposed to IT staffing firms that simply compete for the same scarce resources in the market, SkillStorm can deliver an exclusive pipeline of technology talent to our clients. We work closely with our clients to measure and plan for attrition. This partnership provides our clients a competitive edge through the ability proactively address their workforce needs at scale

C2. Urgent Request Response

SkillStorm treats every requisition with urgency. With a candidate market this competitive, it's our responsibility to provide clients with the best talent available, as soon as possible. We utilize an industry-leading applicant tracking system with a full complement of reporting tools to measure the velocity and efficiency of candidate sourcing from our various talent pools and continuous pipelining efforts. We prioritize and customize our recruiting support based off clients' needs, so if there are requisitions that heightened attention we can dedicate additional recruiters, additional resources, and more to ensure the positions are filled within deadlines.

C3. Background Check Process

If the resource will be on SkillStorm's W2, each candidate is required to undergo a 7-year background investigation, drug test, and be verified to be able to work in the United States by E-Verify.

If the resources will be on SkillStorm's clients' W2, SkillStorm will conduct all client required background investigations.

C4. Interview Process

SkillStorm will tailor the interview process to meet our clients' objectives and ensure a well-qualified and vetted candidate shows up ready to work on day one. Initial candidate screening interviews are virtual, and candidates are expected to enable video to ensure we are interviewing the same person throughout the hiring process. This also allows for evaluation of a candidate's professional appearance. We will assess their technical skills using the industry leading talent intelligence platform using our testing templates or tests developed in collaboration with our client's technical resources.

C5. Fill Percentage and Lead time

StormStaff Traditional Staffing – Our fill percentages and lead times are inline with industry averages for IT staffing firms. We will submit a qualified candidate in 3-5 business days. Our fill rate is 22% for openings in competitive scenarios and 98% in noncompetitive scenarios.

NexGen and Apprenticeship – Lead time for delivering a trained and certified NexGen cohort is 3-4 months depending on the length of the training program. Apprenticeship only requires 1 month of training before deployment. Both of programs will need 2-4 weeks for recruiting. We have a 100% fill percentage with these programs.

D. Attachments - Please refer to pages 13 - 35

<table>
<tr><td>

SUBMIT OFFER TO:
Via Bonfire Web Portal
UNIVERSITY OF CENTRAL FLORIDA
Phone: (407) 823-2661
www.procurement.ucf.edu
https://ucfprocurement.bonfirehub.com/opportunities/49428

Your submission must be uploaded, submitted, and finalized prior to the closing time on **January 13, 2022 @ 2:00pm**. We strongly recommend that you give yourself sufficient time and at least ONE (1) day before the closing time to begin the uploading process and to finalize your submission. See **Appendix 4** for submittal instructions.

</td><td>

University of Central Florida

INVITATION TO NEGOTIATE

Contractual Services

Acknowledgement Form

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</table>

Page 1 of **38** Pages	OFFERS WILL BE OPENED **January 13, 2022 @ 2:00pm EST** and may not be withdrawn within **120** days after such date and time.	ITN NO. **ITN2021-03**

UNIVERSITY ADVERTISING DATE: **November 17, 2021**	ITN TITLE: **Temporary Labor Services**

FEDERAL EMPLOYER IDENTIFICATION NUMBER
20-3516803

SUPPLIER NAME SKILLSTORM COMMERICAL SERVICES LLC	REASON FOR NO OFFER: N/A

SUPPLIER MAILING ADDRESS
10151 DEERWOOD PARK BLVD Building 100 Suite 425

CITY - STATE - ZIP CODE
JACKSONVILLE, FL 32256

AREA CODE (904)	TELEPHONE NUMBER 438-3440	**POSTING OF PROPOSAL TABULATIONS**

FAX: 954-252-2445

EMAIL: bmathews@skillstorm.com

POSTING OF PROPOSAL TABULATIONS

Proposal tabulations with intended award(s) will be posted for review by interested parties on the Procurement Services solicitation webpage and will remain posted for a period of 72 hours. Failure to file a protest in accordance with BOG regulation 18.002 or failure to post the bond or other security in accordance with BOG regulation 18.003 shall constitute a waiver of protest proceedings.

Government Classifications
Check all that apply

- ☐ **African American**
- ☐ **Asian-Hawaiian**
- ☐ **Hispanic**
- ☐ **Native American**
- ☐ **Non-Profit Organization**
- ☐ **Small Business Federal**
- ☐ **American Woman**
- ☐ **Government Agency**
- ☐ **MBE Federal**
- ☐ **Non-Minority**
- ☐ **PRIDE**
- ☐ **Small Business State**

I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm or person submitting an offer for the same materials, supplies, or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the Supplier and that the Supplier is in compliance with all requirements of the Invitation To Negotiate, including but not limited to, certification requirements. In submitting an offer to an agency for the State of Florida, the Supplier offers and agrees that if the offer is accepted, the Supplier will convey, sell, assign or transfer to the State of Florida all rights, title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the state of Florida. At the State's discretion, such assignment shall be made and become effective at the time the procurement agency tenders final payment to the Supplier.

GENERAL CONDITIONS

1. SEALED OFFERS: All offer sheets and this form must be executed and submitted as specified in Section 2.6. Offer prices not submitted on any attached price sheets when required shall be rejected. All offers are subject to the terms and conditions specified herein. Those which do not comply with these terms and conditions are either automatically rejected with respect to non-compliance with non-negotiable terms and conditions or may be rejected, at UCF's sole discretion, with respect to any other terms and conditions.

2. EXECUTION OF OFFERS: Offers must contain a manual signature of the representative authorized to legally bind the Respondent to the provisions herein. Offers must be typed or printed in ink. Use of erasable ink is not permitted. All corrections to prices made by the Supplier are to be initialed.

3. NO OFFER SUBMITTED: If not submitting an offer, respond by returning only this offer acknowledgment form, marking it "NO OFFER," and explaining the reason in the space provided above. Failure to respond

without justification may be cause for removal of the company's name from the solicitation mailing list. NOTE: To qualify as a respondent, the Supplier must submit a "NO OFFER," and it must be received no later than the stated offer opening date and hour.

_____

AUTHORIZED SIGNATURE (MANUAL)

Benjamin Mathews, General Counsel & Corporate Secretary

AUTHORIZED SIGNATURE (TYPED), TITLE

Department of Procurement Services
12424 Research Parkway, Suite 300
Orlando, FL 32816-0975

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA

OPENING DATE & TIME: ~~January 13, 2022 @ 2 p.m.~~ January 27, 2022 @ 2 p.m. EST (See below)

ITN TITLE: STAFF TEMPORARY SERVICES

ADDENDUM NUMBER: I   ADDENDUM DATE: December 15, 2021

Purpose of this addendum is to:
- **Provide answers to questions submitted during the open Q/A period on 1/13/22.**
- **Extend the due date for offer submission to 1/27/22 @ 2 p.m. EST.**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN REJECTION OF YOUR OFFER.

_____   _Benjamin Mathews_____
PROPOSERS SIGNATURE   PRINT OR TYPE PROPOSER'S NAME

SkillStorm Commercial Services,   _bmathews@skillstorm.com_
COMPANY NAME   _LLC_   EMAIL ADDRESS

Department of Procurement Services
12479 Research Parkway, Suite 600
Orlando, FL 32826-0050

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE

ITN NUMBER: 2021-03TCSA   OPENING DATE & TIME: January 27, 2022 @ 2:00 p.m.

ITN TITLE: TEMPORARY LABOR SERVICES

ADDENDUM NUMBER: II   ADDENDUM DATE: January 13, 2022

Purpose of this addendum is to:
- **Answer questions submitted during the Q/A period**

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR OFFER. FAILURE TO SIGN AND RETURN WITH YOUR OFFER COULD RESULT IN REJECTION OF YOUR OFFER.

_____   Benjamin Mathews
PROPOSERS SIGNATURE   PRINT OR TYPE PROPOSER'S NAME

SkillStorm Commercial Services, LLC   bmathews@skillstorm.com
COMPANY NAME   EMAIL ADDRESS

APPENDIX I
SUPPLEMENTAL OFFER SHEET
TERMS AND CONDITIONS

The sections set forth below are to each be initialed as YES for "understood and agreed upon" or NO for "not agreed to." Failure to complete and return this document with your offer could result in rejection of your offer, at UCF's sole discretion. Respondents shall not check sections as "understood and agreed upon" with the intent to negotiate a change to those sections/terms and conditions after tentative award of a contract resulting from this ITN. Respondents disagreeing with any negotiable term or condition of this ITN are to provide a clear and detailed reason for the disagreement and a solution to the disagreement in his/her offer. A Respondent's disagreement with any non-negotiable section of this ITN may be automatically rejected. Failure of the University and the tentative awardee to come to an agreement with respect to terms and conditions within a time frame UCF determines to be reasonable constitutes grounds for rejection of that offer, and the University shall have the right, at its sole discretion, to award the contract to the next favorable respondent.

SECTION	YES	NO	RESPONDENT INITIALS
2.1 **Non-negotiable**	✓		BAM
2.2 **Non-negotiable**	✓		BAM
2.3 **Non-negotiable**	✓		BAM
2.4	✓		BAM
2.5	✓		BAM
2.6 **Non-negotiable**	✓		BAM
2.7 Section Not Used			
2.8 **Non-negotiable**	✓		BAM
2.9	✓		BAM
2.10	✓		BAM
2.11 **Non-negotiable**	✓		BAM
2.12	✓		BAM
2.13 **Non-negotiable**	✓		BAM
2.14 **Non-negotiable**	✓		BAM
2.15	✓		BAM

SECTION	YES	NO	RESPONDENT INITIALS
2.16	✓		BAM
2.17	✓		BAM
2.18 **Non-negotiable**	✓		BAM
2.19	✓		BAM
2.20 **Non-negotiable**	✓		BAM
2.21	✓		BAM
2.22	✓		BAM
2.23	✓		BAM
2.24	✓		BAM
2.25	✓		BAM
2.26	✓		BAM
2.27 **Non-negotiable**	✓		BAM
2.28 **Non-negotiable**	✓		BAM
2.29	✓		BAM
2.30 **Non-negotiable**	✓		BAM
2.31 **Non-negotiable**	✓		BAM
2.32	✓		BAM
2.33	✓		BAM
2.34	✓		BAM
2.35 **Non-negotiable**	✓		BAM
2.36	✓		BAM
2.37	✓		BAM
2.38	✓		BAM
2.39 **Non-negotiable**	✓		BAM

SECTION	YES	NO	RESPONDENT INITIALS
2.40	✓		BAN
2.41	✓		BAN
2.42 **Non-negotiable**	✓		BAN
2.43	✓		BAN
2.44	✓		BAN
2.45	✓		BAN
2.46	✓		BAN
2.47	✓		BAN
2.48	✓		BAN
2.49 **Non-negotiable**	✓		BAN
2.50	✓		BAN
2.51	✓		BAN
2.52 **Non-negotiable**	✓		BAN
2.53 **Non-negotiable**	✓		BAN
2.54	✓		BAN
2.55	✓		BAN
2.56 **Non-negotiable**	✓		BAN
2.57 **Non-negotiable**	✓		BAN
2.58 **Non-negotiable**	✓		BAN
2.59 **Non-negotiable**	✓		BAN
Appendix I	✓		BAN
Appendix II	✓		BAN
Appendix III	✓		BAN
Appendix IV	✓		BAN

Company: SKILLSTORM COMMERICAL SERVICES LLC Authorized Representative's Name: Benjamin Mathews

Authorized Representative's Signature: _____ Date: 1/24/2022

CERTIFICATE OF NON-SEGREGATED FACILITIES
SUBPART - CONTRACTOR'S AGREEMENTS

SEC. 202. Except in contracts exempted in accordance with Section 204 of this Order, all Government contracting agencies shall include in every Government contract hereafter entered into the following provisions:

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity or national origin. Such action shall include, but not be limited to the following: employment, upgrading demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

(3) The contractor will send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer, advising the labor union or worker's representative of the contractor's commitments under Section 202 of Executive Order No. 11246 of September 24, 1965, and shall post copies of notice in conspicuous places available to employees and applicants for employment.

(4) The contractor will comply with all provisions of Executive Order No. 11246 of September 24, 1965 and of the rules, regulations, and relevant orders of the Secretary of Labor.

(5) The contractor will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations and orders.

(6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoiced as provided in Executive Order No. 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(7) The contractor will include the provision of Paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued

pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or Supplier. The contractor will take such action with respect to any subcontract or purchase orders the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or Supplier as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interest of the United States.

SEC. 402 Affirmative Action for Disabled Veterans and Veterans of the Vietnam Era:

(1) The contractor agrees to comply with the affirmative action clause and regulation published by the US Department of Labor implementing Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, and Executive Order 11701, which are incorporated in this certificate by reference.

Company: SKILLSTORM COMMERICAL SERVICES LLC

Authorized Representative's Name: Benjamin Mathews

Authorized Representative's Signature: _____

Date: 1/3/2022

APPENDIX III

COMPLIANCE AND
CERTIFICATION OF GOOD STANDINGS

The parties shall at all times comply with all applicable ordinances, laws, rules and regulations of local, state and federal governments, or any political subdivision or agency, or authority or commission thereof, which may have jurisdiction to pass laws, ordinances, or make and enforce rules and regulations with respect to the parties.

Suppliers shall certify below that they are in good standings to conduct business in the State of Florida. **The awardee of any contract resulting from this solicitation shall forward a certification of good standing, upon request of UCF.** Noncompliance with this provision may constitute rejection of proposal or termination of a contract at UCF's sole discretion.

CERTIFICATION

I certify that the company submitting an offer under this solicitation is in compliance with all applicable laws to conduct business in the State of Florida, is in good standings and will provide a certificate of good standings from the State of residence prior to initiating any performance under any contract resulting from this solicitation.

Company: SKILLSTORM COMMERICAL SERVICES LLC

Authorized Representative's Name: Benjamin Mathews

Authorized Representative's Signature: _____

Date: 1/3/2022

Andrew Cihlar

EVP, NexGen Sales Operations at SkillStorm
Jacksonville

Contact
ACihlar@skillstorm.com

linkedin.com/in/cihlar

Top Skills
Talent Acquisition
Permanent Placement
Executive Search

Summary

Senior level Staffing Industry Executive with experience in multiple industries including Information Technology, Healthcare, and Professional Services. Specialties include:

- Aligning personnel and processes to positively impact bottom line
- Developing and mentoring management teams
- Contract negotiations
- Strategic planning
- Unit Management strategies including managing to a PnL with a focus on profitability
- Business development
- Operations including marketing
- Mergers and Acquisitions

Experience

SkillStorm

EVP, NexGen Sales Operations
December 2020 - Present (1 year 2 months)

CSI Tech
14 years 6 months

Division President
September 2014 - December 2020 (6 years 4 months)

CSI Tech is a division of The CSI Companies (www.thecsicompanies.com) and a part of the fifth largest staffing company in the world (RECRUIT CO., LTD). While our reach has expanded in the last 20 years, we still provide the same dedicated and results-driven service that we did when we first opened our doors in 1994.

At CSI Tech, we know the right hire comes down to the right execution and, most importantly, the right people. That's why our people take the time to really get to know companies and consultants.

We combine detailed insight with years of hiring experience and industry knowledge, then put our proven process and tools to work to find the right fit that is made to last. We know our markets and we know our people, and we are all about people, done right.

Learn more about our award-winning results: www.bestofstaffing.com/ agencies/csi-tech/ or learn more about CSI Tech at www.csitechinc.com

Vice President, Business Development
July 2006 - September 2014 (8 years 3 months)

The CSI Companies is a national recruiting firm, owned by Recruit (the fourth largest recruiting firm globally). My responsibilities fall into the CSI Tech line of business. CSI Tech specializes in contract, contract-to-hire, and direct hire engagements of Information Technology Professionals.

US Department of Homeland Security Special Agent
May 2006 - July 2006 (3 months)

I was a Special Agent in training with the US Border Patrol in Artesia, NM. My duty station was to be in San Diego County, CA.

Education

Florida State University
BS, Criminology/Criminal Justice · (2001 - 2005)

Patrick Walsh

EVP. Training & Technology at SkillStorm
St Augustine

Contact Information
PWalsh@skillstorm.com

linkedin.com/in/pjw6193
(931) 675-9977

Top Skills
Java
Hibernate
SQL

Languages
English

Certifications
Oracle Certified Expert, Java EE
6 Web Component Developer

Oracle Certified Associate, Java
SE 7 Programmer

Spring Professional v5.0

Oracle Certified Professional,
Java SE 7 Programmer

Publications
Fighting the Rapid Rise of
Cyber Warfare in a Changing
World

10 tips for modernizing legacy
IT systems

10 Hot IT Job Skills for 2021

Summary

Software enthusiast and technology professional with experience performing multiple roles in enterprise software development projects: product owner, scrum master, business analyst, lead technical architect, lead software developer, UI/UX developer, DevOps engineer, SDET automation tester, and quality assurance engineer. Experience with modern and legacy software frameworks in the Java stack. I have experience in using a variety of SDLC methodologies: traditional Waterfall, Agile, and Scrum.

I am an Oracle Certified Expert Java EE 6 Web Component Developer and Spring Certified Professional v5.0 with a master's degree in Information Systems. As a technology manager, I have experience leading multiple teams in an Agile/Scrum environment.

- Developed REST APIs leveraging Spring Boot, Spring Data, Spring MVC, and Hibernate
- Dissected monolithic enterprise APIs into a microservice architecture using Netflix OSS frameworks: Zuul, Eureka, Hystrix, and Spring Cloud Config
- Develop complex database queries and procedures using SQL and PL/SQL with Oracle 11g/12c databases
- Deploy applications to the Cloud using Amazon Web Services (AWS) with CI/CD and DevOps practices with Maven, Git, and Jenkins Experience with many markup languages: XML, JSON, HTML, YML
- Performed software automation testing in a TDD/BDD environment using JUnit, TestNG, Cucumber, Selenium, Jasmine, Karma, and Protractor
- Designed and implemented Web UIs with HTML, CSS, and Bootstrap
- Developed single-page client-side applications using AngularJS, Angular, jQuery, JavaScript, AJAX, and TypeScript
- Develop asynchronous communication channels using Apache Kafka and JMS
- Exposure to containerization and PaaS using Docker, AWS, and PCF
- Developed middle-tier systems using SOAP, REST, EJB, Tomcat, and Oracle WebLogic Server 12c

Experience

SkillStorm

Executive Vice President - Training & Technology
September 2019 - Present (2 years 5 months)
Jacksonville, Florida, United States

Founded in 2002, SkillStorm was built on the mission of accelerating careers in high-demand technologies. We hire, train, and deploy Stormers from all backgrounds and experience levels in today's in-demand technologies such as AWS, Salesforce, PEGA, ServiceNow, and Appian.
We are committed to hiring and training college graduates and veterans for high-growth technology careers with our fortune 100 clients. Through these dedicated efforts, we are able to build a reliable, exclusive pipeline of high- quality, U.S.-based tech talent with the skills and clearance levels required to support our client's critical technology initiatives.
As a flexible technology workforce partner, we provide fully formed tech teams at any level of experience, skillset, and clearance. Stormers are deployed either at client's sites or at our U.S.-based delivery centers.

Accenture Federal Services

Full Stack Developer
July 2019 - September 2019 (3 months)
Washington D.C. Metro Area

Design, implement, and test full-stack Web applications and REST services in a microservice architecture. Implement services using Spring Boot and Docker. Connect applications with MySQL databases using Spring Data. Leveraged Spring AOP to reduce redundant code throughout the application, particularly with external API integration logic and exception handling. Test units, components, and APIs using Spring Boot Test with JUnit. Secured APIs using Spring Security and OAuth2. Integrate services with external APIs using Spring REST and OAuth2. Fully document APIs and application code using Swagger and Java docs. Manage dependencies, run builds, and configure the project using Maven. Develop UI components using Angular and Typescript.

Revature
4 years 4 months

Manager - Technology
September 2017 - May 2019 (1 year 9 months)
Reston, Virginia

Manage training and application development operations across 450+ developers and multiple locations in the United States and India. Ensure high-quality, production-ready code through quality checks, code review, and demos. Provide technical insight to development teams, architectural choices, and design practices. Monitor and report performance metrics for training operations. Improve training operations and employee retention. Travel to satellite training facilities to conduct audits and orientation. Act as technical and functional expert for trainers and developers.

Converted monolithic applications into a microservice architecture. Applications were written in Spring MVC, Spring ORM, Hibernate, AngularJS, and deployed onto Tomcat server hosted on AWS. Under new architecture, the applications leveraged Spring Boot, Spring Data, Docker, Angular, and deployed onto AWS and PCF. Solved challenges with design, logging, exception handling, messaging, and other issues with microservice applications.

Lead Trainer
August 2015 - September 2017 (2 years 2 months)
Reston, VA

Train and mentor junior-level Java developers, SDET engineers, and DevOps engineers, as well as build their technical skillsets and confidence in information technology and programming. Perform technical screenings of entry-level candidates to validate their technical knowledge.

Design, develop, build, and deploy Java/JEE applications and database systems. Conceptualize and implement systems architecture using many Java frameworks, including Struts, Spring, Hibernate, SOAP, REST, JDBC, JSP, and Servlet technologies. Design enterprise-grade, fully-normalized database schemas using Oracle Data Modeler. Develop SQL and PL/SQL in Oracle

EE and XE databases. Develop modern Web applications using Spring MVC, REST, AngularJS, AJAX, and Hibernate ORM. Perform business analysis activities: gather requirements, build proof of concepts and prototypes, and define user acceptance criteria.

Perform builds and continuous integration of application components using tools like Maven, Sonarqube, and Jenkins. Utilize source control management systems like Git, GitHub, and SVN. Design and implement DevOps build and deployment pipeline. Build and deploy projects using Maven to servers running on AWS (Amazon Web Services) EC2 instances in the Cloud. Perform Linux administration duties on AWS. Build Oracle EE relational databases with AWS RDS. Build proof on concept for configuration management using Chef and EC2. Implement a variety of AWS tools, including security groups, key pairs, load balancers, auto-scaling, S3, and Route 53.

Utilize a variety of tools to aid in manual and automation testing of software components and systems, such as JUnit, TestNG, JIRA, Selenium, and Cucumber. Use Agile methodology and test-driven development (TDD) and behavior-driven development (BDD).

Software Engineer
February 2015 - August 2015 (7 months)
Fairfax, VA

Design and develop Java/JEE applications using a variety of tools and frameworks. Implement database designs and develop SQL in Oracle database. Learn and explore new technologies and build proof of concept applications to expand my technology repertoire. Assist other developers with analysis, design, testing, and debugging of Java applications. Technologies include: Java, JDBC, SQL, Oracle, JSP, Servlet, Struts, Hibernate, Spring, Web Services, SOAP, REST, EJB, JUnit, Log4J, Maven, HTML, CSS, and jQuery.

Papillon Consulting LLC

Associate Software Developer
January 2011 - February 2015 (4 years 2 months)
Lewisburg, TN

Develop, test, and maintain Java/J2EE applications and databases on a part-time basis under experienced mentorship. Create proof of concept with Java,JDBC, and Oracle databases. Implement, debug, test, and maintain Javaserver-side components using JSP and Servlet technology. Develop SQL andPL/SQL scripts. Document system specifications and designs using UML,

Domino's
6 years 8 months

Operations Auditor
January 2014 - January 2015 (1 year 1 month)
Spring Hill, TN

Audited operations for Platinum Performance, Inc. (a Domino's franchise company). Visited 4 locations and reported weekly operations evaluations to franchise CEO. Ensured compliance with standard operating procedures and federal/state regulations. Shared best practices with general managers, assistant managers, and team members. Made recommendations and offered expert advice.

General Manager
June 2010 - January 2015 (4 years 8 months)
Spring Hill, TN

Management duties in marketing and sales, human resources, operations, accounting, and business strategy. Managed up to 20-25 employees, including assistant managers, customer service representatives, and delivery drivers.

Responsible for full lifecycle of human resource management: acquisition and selection, interviewing, hiring, compensation, training, motivation and retention, employee relations, corrective action, and termination. Prepared schedules, reports, and inventory orders frequently.

Managed store profitability through budget allocation, staffing, inventory management, and waste reduction. Analyzed local market to structure pricing and promotions. Analyzed sales to plan demand for staffing and supplies. Responsible for handling customer relationship issues through concern resolution and follow up.

Managed and validated daily accounting transactions in computerized general ledger. Responsible for managing store operations in compliance with standard operating procedures and federal/state food service regulations.

Enforced corporate-wide and franchise policies. Analyzed policy gaps and created new policies as needed. Evaluated store performance and developed business strategies to meet short and long-term goals.

Analyzed reports using Pulse analysis tools and Pulse Web Reporting (PWR) Dashboard. Perform additional ad hoc reporting using Microsoft Access where required. Configured settings in Pulse software applications to support business goals, including coupon structure, product codes for inventory management, and delivery area parameters.

Delivery Expert / Assistant Manager
June 2008 - June 2010 (2 years 1 month)
Lewisburg, TN

Delivered products and performed customer service duties. Was promoted to assistant manager within a year and a half. Assisted general manager with short-term goals. Perform mostly structured responsibilities in an operational level role. Prepared products, general customer service, assisted with customer concern resolution, counted inventory, cleaned and maintained store and store equipment, cash management, and led daily operations.

The Holland Group

Factory Worker
May 2003 - May 2008 (5 years 1 month)
Lewisburg, TN

Filled temporary manufacturing and warehousing positions at multiple companies:

- CKNA (auto parts manufacturing, dashboard console assembly, and motherboard inspection)
- Ken Koat (auto parts painting and inventory counting)
- Sanford (writing utensil manufacturing, packaging, and shipment loading)

Education

University of Phoenix
Master's degree, Information Systems · (2015 - 2017)

University of Phoenix
Bachelor's degree, Information Technology · (2013 - 2015)

University of Phoenix
Associate of Arts (A.A.), Information Technology · (2011 - 2013)

Samantha Snyder Mangels

Director of Recruiting at SkillStorm
Jacksonville

Experience

SkillStorm

Director Of Recruiting
May 2021 - Present (9 months)

Atlantic Trust Mortgage

Market Leader
January 2021 - May 2021 (5 months)

The CSI Companies
7 years 4 months

National Accounts Manager
September 2019 - January 2021 (1 year 5 months)

Senior National Account Executive
December 2013 - September 2019 (5 years 10 months)

About The CSI Companies
The CSI Companies (www.thecsicompanies.com) is a full service staffing agency founded in 1994 and is recognized in the top 1% of all staffing agencies in North America for service excellence, based on Inavero's 2013 Best of Staffing (www.bestofstaffing.com) annual list. CSI is a member of RECRUIT, Co. LTD., the 5th largest staffing company in the world.

CSI consists of the following divisions:
CSI Professional (www.csiprofessional.com)- Fulfilling a variety of types of positions including in: Accounting and Finance, Financial Services, Clinical and Non-Clinical Healthcare, Administrative and Clerical, Operations and Marketing and Executive Search — within companies and organizations of all sizes and industries.

CSI Tech (www.csitechinc.com) - Offering skilled people and advanced technology services to companies seeking cost-effective solutions for keeping pace with today's rapidly changing IT landscape. Furthermore, CSI acquired the Anteo Group in August 2013 (www.anteogroup.com) offering additional subject matter expertise and recruiting capacity to its IT practice.

CSI Healthcare IT (www.csihealthcareit.com) - Helping hospitals and health systems solve their IT challenges by providing the skilled and experienced staff they need to design, build and maintain information-centric healthcare technologies

Specialties:
Listening to and understanding our clients' needs and then delivering the right people solutions so they can tackle their toughest business challenges and initiatives. Whether it's direct hire, right to hire, contracting, retained search, contingency search or consulting services, The CSI Companies offers a high level of service, efficiency and technology to improve the performance of your workforce and help you drive costs down and productivity up.

Headquarters:
9995 Gate Parkway North, Suite 100 Jacksonville, Florida 32246 United States

National Recruiter
October 2013 - December 2013 (3 months)

CMG Financial
Transaction Coordinator
March 2013 - October 2013 (8 months)

Jacksonville Jaguars
NFL Cheerleader
March 2008 - April 2013 (5 years 2 months)

TEAM Enterprises
Promotions
August 2010 - August 2012 (2 years 1 month)

Education
Jacksonville University
BFA, Communications · (2006 - 2011)

Taylor Brown

Director, Delivery & Recruitment at SkillStorm Harrisburg

Contact Information
TBrown@skillstorm.com

linkedin.com/in/taylorc-brown

Top Skills
Sales
Social Networking
Decision Making
Languages
English

Experience

SkillStorm
3 years 7 months

Director, Delivery & Recruitment
December 2021 - Present (2 months)

Delivery Manager/ Lead Technical Recruiter
January 2021 - December 2021 (1 year)

Lead Technical Recruiter
August 2020 - December 2021 (1 year 5 months)

Technical Recruiter
July 2018 - August 2020 (2 years 2 months)

Red Ventures

Recruiter
December 2017 - July 2018 (8 months)

Randstad
2 years 6 months

Senior Staffing Manager
2017 - December 2017 (less than a year)

Staffing Manager
July 2015 - December 2017 (2 years 6 months)

Wilmington Police Department

Crime Scene Investigator
2014 - 2015 (1 year)

Education
East Carolina University
BS, Criminal Justice · (2010 - 2013)

Derek Simon

Director Of Business Development at SkillStorm
Ocala

Summary

- Over 10 years of Technology, Sales, and Management experience.
- Bachelor of Applied Science in Business and Organizational Management degree with a specialization in Management Information Systems.
- I am driven by customer satisfaction, cyber security and operational efficiency.

Experience

SkillStorm

Director Of Business Development
September 2021 - Present (5 months)
Jacksonville, Florida, United States

Founded in 2002, SkillStorm was built on the mission of accelerating careers in high-demand technologies. We hire, train, and deploy Stormers from all backgrounds and experience levels in today's in-demand technologies such as AWS, Salesforce, PEGA, ServiceNow, and Appian. We are committed to hiring and training college graduates and veterans for high-growth technology careers with our fortune 100 clients. Through these dedicated efforts, we are able to build a reliable, exclusive pipeline of high- quality, U.S.-based tech talent with the skills and clearance levels required to support our client's critical technology initiatives.

As a flexible technology workforce partner, we provide fully formed tech teams at any level of experience, skillset, and clearance. Stormers are deployed either at client's sites or at our U.S.-based delivery centers.

Upwork

Information Technology Consultant
August 2021 - Present (6 months)
Remote

Provide IT recommendations and advice regarding best practices on topics such as industry applications, cloud, cybersecurity, compliance and more. Provide proposals for IT projects based on hourly rates for tasks that organizations must complete.

Contact Information
DSimon@skillstorm.com

linkedin.com/in/derekwsimon

Top Skills
Business Continuity
Cloud Computing
Cyber-security

Languages
English

Certifications
Security+
Honors-Awards
Crew Choice Award
Outstanding Class Contributor
ASM

Dedicated IT

Account Manager
January 2021 - July 2021 (7 months)

Managed 30 Enterprise and SMB Healthcare accounts for a national territory spanning 6 time zones.

Led initiatives to improve HIPAA compliance, Cyber Security, and Disaster Recovery.

Oversaw all aspects of client accounts including equipment, project and managed services sales; handled accounts valued at $2M in annual revenue.

Verteks Consulting

4 years 4 months

Enterprise Sales Executive
January 2018 - December 2020 (3 years)
Ocala, Florida Area

Generated opportunities, developed proposals, and met monthly sales targets.

Earned partner specific sales certifications – Ruckus Networking and Wi-Fi, Datto Backup, Mitel Voice, VMware, and WatchGuard Security Services.

Account Manager
September 2016 - December 2020 (4 years 4 months)
Verteks Consulting Account Manager with a passion for helping businesses stay secure and get the most from IT.

R+L Global Logistics

Account Executive
February 2016 - September 2016 (8 months)

Handled all of our customers' logistical needs while promoting our entire portfolio of services.

Recognized as "All-Star" negotiator.

Developed excellent rapport with customers, carriers and coworkers. Tasked with handling complex freight shipments including international and intermodal.

McDonald's Corporation

Department Manager
October 2009 - February 2013 (3 years 5 months)
Russell Springs, KY

As People Department Manager my responsibilities included hiring, training, scheduling, and event organization. As Kitchen Department Manager my responsibilities included ordering based on sales projections, organization of stock and kitchen, equipment maintenance, and food safety.

Education
College of Central Florida
Bachelor of Applied Science (BASc), Management Information Systems, General · (2014 - 2016))

Mackenzie Springer

Delivery/Onboarding Specialist at SkillStorm
Metro Jacksonville

Contact Information
MSpringer@skillstorm.com

linkedin.com/in/mackenzie-springer-076786194

Top Skills
Communication
Advertising
Microsoft Office

Experience

SkillStorm

Delivery/Onboarding Specialist
October 2021 - Present (4 months)

Office Manager/Delivery Assistant
August 2021 - Present (6 months)
Jacksonville, Florida, United States

Beckfer

Sales and Marketing Brand Support Specialist
September 2020 - August 2021 (1 year)
Jacksonville, Florida, United States

Home ASAP

Advertising Intern
January 2020 - May 2020 (5 months)
Jacksonville, FL, United States

Alpha Phi International Fraternity

Vice President of Member Education and Programming
December 2018 - December 2019 (1 year 1 month)
Jacksonville, Florida

Vale Food Co

Cashier
August 2018 - December 2018 (5 months)

Education

University of North Florida
(2016 - 2020)