

EXHIBIT A

**Vesta Solutions, Inc. (“Vesta”) Managerial Personnel
Biographies, Professional Experience and Education**

Vesta SOLUTIONS, INC. (“Vesta”) EXECUTIVE BIOGRAPHIES

Mary Wathen, Vice President MSSSI Director of Software

As Vice President MSSSI Director of Software, Mary Wathen oversees operations for business units within Vesta, including Next Generation 9-1-1 and Emergency Notification systems.

Before joining Vesta in January 2004, Mary served as President of Nelco Technology for three years; General Manager for QLP Laminates (a division of Tyco/Amp) for six years; National Sales Manager for Polycad for six years; and President of Koboway for 15 years.

In 1987, Mary was selected, while serving as a board member of the American Electronics Association, to be a representative of Small Business for a congressional sub-committee hearing in Washington, DC.

Mike Pavick, Director Solution Sales

Mike's tenure with Vesta dates back to 2007, when he joined as Director of Channel Management, a position in which he managed the Vesta channel partner program. Today, Mike serves as Director Solution Sales for Vesta, and is accountable for all sales of the company's Next Generation 9-1-1 systems and Emergency Notification solutions.

Prior to Vesta, Mike was employed with Verizon for 29 years, during which he held the role of Regional Sales Director, responsible for national accounts in 10 western states and commercial accounts in three Middle Atlantic states.

Jeroen de Witte, Vice-President, Network Solutions

As Vice President of Network Solutions, Jeroen de Witte oversees the day-to-day business operations for our Vesta® *NEXT* portfolio of Next Generation 9-1-1 services. This includes its implementation and ongoing evolution, driven by his 25+ years' experience in engineering and research and development.

Jeroen joined Vesta in 2003 and has most recently served as the company's Chief Technology Officer for the Vesta portfolio. He has also served as Vice President and Director of Research and Development. His tenure gives him unique perspective and skills in all aspects of Next Generation technologies. In his roles, he has actively engaged in many of our most complex and forward-looking North American deployments. This includes New York City, where he acted as the company's executive technical sponsor.

Before joining Vesta, Jeroen held various R&D management roles at leading telecommunications companies including Nortel Networks. He is a licensed Professional Engineer with a B.S. in Electrical Engineering from the University of Ottawa, and has extensive knowledge in Ethernet, IP, SIP, ATM, DSL, radio dispatch and call processing. Jeroen is also the author and co-author of several patents.

Paula Pileggi, Senior Director, Regulatory & Compliance, Software Enterprise

As Senior Director, Regulatory & Compliance, Software Enterprise, Paula leads the company's legal and compliance teams for the Vesta portfolio and serves as Corporate Secretary related to these offerings. Her established expertise lies in the areas of risk management, commercial transactions, intellectual property, regulatory compliance and corporate governance.

Prior to joining Vesta Paula was a partner with Pyle Sims Duncan & Stevenson, where she specialized in bankruptcy and business reorganizations as well as financial institution representations. While in San Diego, Paula was a recognized leader in the insolvency community as a founder of the Women's Insolvency Network and The San Diego Receivers Forum. She was a regular lecturer on insolvency related topics and served on numerous Practice Group boards.

Paula is a member of the California State Bar and is a Certified Compliance & Ethics Professional (CCEP)®. Paula holds a BA in Economics and Political Science from University of California, Los Angeles, and a Juris Doctor from University of San Diego School of Law.

Jeff Wittek, Principle Consultant II Strategy

Jeff Wittek has served the Public Safety industry for over 35 years. Since joining Vesta in 1998 as the Manager of Integration Services, Jeff's promotions have included Sales Engineering Manager, Director of Product Line Management, Vice President of Product Management, Vice President of Product Development and Chief Technology Officer (CTO) and Vice President of Corporate Business Development. Today, he serves as Principle Consultant II Strategy for Vesta.

Jeff's industry background, prior to Vesta, is built upon the eighteen years he was employed with Montgomery County, Pennsylvania. Rising from Deputy Director of Telecommunications to Director of Emergency Dispatch Services, he is experienced in all aspects of Public Safety management and has a broad understanding of the Public Safety marketplace. While in Montgomery County, Jeff was responsible for all operational, technological and strategic planning, as well as the integration of ever-changing telephony, radio and computer technologies. In addition, he founded and was President of the Keystone State National Emergency Number Association (NENA) chapter and remains an active member of both NENA and the Association of Public-Safety Communications Officials (APCO).

Jeff holds a BSEE degree from Drexel University.

Vesta MANAGERIAL PERSONNEL

Daniel H Zeiler

Profile

Technical IT executive with over 20 years of experience in Information Technology and Information Security operations. Deep skill set in the entire management lifecycle, having originated, trained, inspired, mentored, developed, and maintained multiple highly achieving teams within several different corporate environments. Intensely technical with outstanding judgment on strategic direction, operational management, business alignment, and developing innovative solutions to solve complex problems. Remarkable ability to see a path to resolution on difficult national level networking / integration / migration issues. Inspirational leader who motivates employees to develop and achieve.

Skill Highlights

Team building and management
Network and Systems defense
IT architecture
Datacenter Management
Regulatory Compliance
Data Protection
DR Planning and Management
DevOps team creation and management
Change Management
Incident Management / Response
Budget planning
FERPA, NERC, NIST, ITAR, SSAE16, AT101, Title 21, Part 11, & HIPAA reporting / certification

Professional Experience

Director of Cyber Security

Vesta Solutions (formerly, Airbus Defense and Space Communications) – Temecula CA
2016 - Current

- Manage company-wide IT security posture through creation of a risk management framework based on NIST standards to provide for transparent risk assessment and controls selection.
- Design innovative and cost effective solutions providing 9-1-1 call routing and call handling services for over 200 million public safety users with a call volume of more than 151 million calls per year.
- Formalize and create required controls in support of multiple compliance and business requirements, specifically FCC NORS reporting, HIPAA, HITECH, FERPA, and several different sets of state legal requirements.
- Created a national scope cyber defense program to predict, detect, and mitigate attacks upon critical infrastructure Public Safety targets.
- Set design standards for geospatial information system infrastructures. Develop architectural standards to allow for highly available 911 call routing critical infrastructure.
- Represent the company by participating in technical working groups within national organizations.
- Prepare and deliver presentations at regional and national conferences.
- Interface and coordinate with Public Safety personnel on operational and security matters, designs, and procedures.
- Train and develop personnel.

- Serve as the company's DPO.

Consultant

San Diego CA, Chicago IL
2012 - 2017

- Created road map and end state structure for a company in transition, helping them build crosswalks for NIST and ITAR controls. Retrained development and operations teams, cutting costs considerably while producing a superior work product.
- Structured DDoS mitigation and alerting strategies for a client, training their SecOps team in detection and mitigation tactics.
- Created a written controls matrix with associated policies and procedures for a legal services company migrating part of their infrastructure to managed platforms to take advantage of the option of dynamic cloud expansion.
- Helped a department realign their IT initiatives more closely with business priorities, establishing a showback system for the business element to better be able to track COGS.
- Created BC/DR architecture and plans, including creating testing protocols and schedule, and executing both a fail over and fail back process on a semi-annual basis.
- Executed multiple projects to convert underperforming teams into proper devops teams which were able to show improved value and performance.
- Trained personnel in how to perform vulnerability scans and use SIEM solutions to detect and respond to anomalies, created schedule and reporting systems to allow for compliance demonstration.

VP Technology

ScaleMatrix – San Diego CA
2011 – 2014

- Led a transformation of the technology, engineering, and development departments from low functioning tribal knowledge based teams to high functioning, structured, open, disciplined teams. Improved CMMI from an average level zero to one to an average level of three to four.
- Created 2 year technology and business roadmap covering networking, cloud services, development, operations, and security departments.
- Originated, specified and supervised deployment and implementation of the ScaleMatrix TruCore cloud offering, which was selected by Dell as the primary vendor (~85%) to provide services for Dell's public cloud clients in North America.
- Created service delivery models for networking, systems and development departments as well as the cross departmental security working group, aligning governance structures with business needs.
- Created Network Operations Center, trained management and staff, then supervised the construction of the company's second NOC to provide both local support in another state and to allow for more efficient staffing for the incoming call center.
- Created Security Operations Center, working with clients providing managed Incident Response services.
- Established the primary product lines and service offerings for the company, including monitoring, SIEM systems for clients, cyber incident response as a service, continuous penetration testing scanning, and formal reporting to demonstrate the implemented controls.
- Created KPI's and OLA's for internal cloud procurement and provisioning, maintaining utilization of cloud structures at 90%+ utilization of salable capacity without ever failing to meet OLAs for provisioning time, allowing for just in time purchasing and cost control.

- Established technical and controls structures for interconnecting the ScaleMatrix cloud to multiple international cloud vendors to assist clients with geographic diversity solutions. In pursuit of this, deployed more than 25,000 miles of fiber optic connectivity to provide MPLS functionality for clientele.
- Redesigned architecture of proprietary cabinets, resulting in seven figure annual cost savings.
- Designed and oversaw deployment of advanced solutions for clients, including significant P2V migrations and V2V migrations, IaaS, DaaS and SaaS solutions.
- Helped clients (financial, educational, and medical device verticals) manage risk portfolios, mitigating mid-eight figure risks as measured by Annualized Loss Expectancy.
- Led strong interaction with national law enforcement parties, functioned as primary point of contact for legal interactions, including responding to NSL's, subpoenas, and helping clients with breach notifications when necessary.
- Created mobility strategy including BYOD policies for phones, tablets, laptops and home computers.
- Conceived and established vulnerability scanning strategies for client systems, resulting in the creation of a managed security networking service which then covered more than 35,000 users.
- Originated, handed off, and then served as executive sponsor for the company's change management and incident response programs.
- Originated and trained DevOps teams to create a highly sophisticated and transparent SCADA and security solution for clients, allowing clients unprecedented access and control of their physical and logical environments.
- Redefined vendor relationships to properly benefit the company, ending one pre-existing exclusive relationship, allowing an outstanding liability to be trimmed by two decimal places.

Director, Network Operations, Security & Compliance

American Internet Services – San Diego CA
2008 – 2011 (AIS purchased Complex Drive below)

- Directed service delivery covering 7 data centers with a staff of 41.
- Trained project managers for large scale client deployments, including Calloway, Intuit and Mitchell.
- Performed Business Impact Analysis, correctly predicting and avoiding two critical level impact events, resulting in seven figure savings from each avoided event.
- Created and trained Incident Response teams for Critical Infrastructure and Networking, greatly improving first responses to critical events.
- Designed and managed deployment of networked fire suppression systems covering three data centers.
- Designed security systems and processes for DR/ BCP data center, helped with productization of DR/BCP solutions for clients.
- Upgraded security systems for 6 data centers, supporting multiple compliance standards.
- Managed internal auditing team for NERC, FERPA, Title 21 Part 11, SOX, ISAE 3402, SSAE 16, AT 101 SOC 2, HIPAA, and SAS 70 type 2 compliance / controls reporting. Developed critical path for PCI-DSS certification.
- Originated and trained DevOps teams to allow for greater visibility and control of both physical and virtual environments.
- Reset several vendor and regulatory relationships to benefit the company, resulting in significant savings during cy 2010.
- Remediated issues caused by incomplete upgrade from Windows 2003/XP to Windows 2008/7, restoring proper function while minimizing downtime, then developed a critical path to conclude the upgrade process, get the systems onto a solid footing, and then hand them back to the Systems Department on a structured maintenance schedule.
- Primary responsibility for managing legal process interactions.

- Lead team for Data Center Assurance Project, presenting findings to the Board of Directors.

Director, Network Operations, Security, Systems Administration

cari.net / Complex Drive Business Intranet – San Diego CA
2006 – 2008

- Directed service delivery covering 5 data centers and cari.net's managed hosting solutions with a staff of 29.
- Originated and developed corporate Security Operations Center, covering more than 5,000 physical servers and several tens of thousands of virtual servers.
- Expanded and developed DevOps team, transforming existing system administrators into a group of operators with a consistent, approved library of scripts and a development methodology for creating, deploying, and managing new programmatic controls of deployed servers.
- Architected full Windows redeployment, including schema design, Exchange integration, Sharepoint and Terminal Services integrations.
- Specified and supervised complete redeployment of all internal systems and wiring structures, including networking, pbx, security systems, camera systems, and campus structured cabling necessary to support all operations.
- Served as terminal backup for Networking for call rotations.
- Developed NOC from low level troubleshooters and "door-openers" into a team that was first and foremost a team; a fully qualified team able to manage internal systems, complex client deployments, and complicated client migrations confidently and profitably.

Technical Support Engineer 3

Aradient – San Diego CA
2005 - 2006

- Provided escalation-level support for wired and wireless routers, managed switches, access points and repeater stations.
- Helped clients deploy and secure solutions utilizing 802.11 a/b/g systems.
- Applied radio wave propagation training to find practical solutions for customer deployments.
- Consistently in the top 5% of company-wide metrics for efficiency and customer satisfaction.

Manager

Washington Inventory Service – Wichita KS
2002 - 2005

- Grew revenues for Area by 30% year over year in 2004 & 2005, while improving GP from 25% to 55%.
- Achieved in management of inventory events, setting district, regional, and 2 national records with 100 – 120 person crews for major events.
- Trained, developed standards and established policies and procedures, greatly improving reliability of equipment and services and thus profitability and efficiency.
- Learned dozens of different inventory systems and implementations, consulted and architected customer's deployment of new systems and procedures.
- Developed interface schemes to interface diverse customer inventory systems and schemes with WIS standards to allow for accurate inventory evolutions.

Consultant

Z Consulting - Houston TX

2000-2003

- Architected high speed video capture equipment for laboratory experiments.
- Installed and configured Unix based firewall systems.
- Maintained and assisted in deployment of LAN solutions.
- Designed and managed migrations from mainframe systems to client-server based systems, managing the project.
- Developed systems to verify data integrity after failed migration or upgrade events as clients were migrating from mainframes to LAN based systems.
- Created repeatable plans for clients to enable migrations from small mainframes to client - server architectures with a minimum of disruption and risk.

Consultant

National Association of Corrosion Engineers Intl.

1997-1999

(dedicated contract)

- Lead remediation team to reconstruct primary membership databases which had been severely disrupted by a faulty rip and replace migration from mainframe (System/36) to a new server - client architecture.
- Devised means to revalidate the database contents from old billing and reporting systems, revalidating hundreds of thousands of records in a compressed time frame to allow disrupted membership renewal functions to resume.
- Built processes to standardize data entry by staff and helped CFO to justify technical data validation solutions to minimize chances of data corruption on an ongoing basis.
- Trained systems administrators in how to validate backups and structure backups across platforms to help prevent future issues.

Education

BS in Information Systems Management with a Security Emphasis, Western Governors University

Dean's List, University of Houston Downtown

Dean's List, Houston Community College

Graduate with Honours, Defense Language Institute, Monterey California

Current certifications:

Certified Information Systems Security Professional (CISSP)

Certified Hacking Forensics Investigator (CHF1)

Certified in the Governance of Enterprise Information Technology (CGEIT)

Certified Information Systems Auditor (CISA)

Certified Information Security Manager (CISM)

Certified in Risk and Information Systems Controls (CRISC)

Certified Cyber Forensic Professional (CCFP)

Certified Ethical Hacker (CEH)
Microsoft Certified Solutions Expert (MCSE)
Certified Cisco Networking Associate (CCNA)
Certified Cisco Networking Associate Security (CCNA-S)
Certified Cisco Design Associate (CCDA)
VMWare Certified Professional (VCP)
Cryptologic Technician, United States Navy. (TS/SCI clearance, expired)

David Wilson Director, Network Solutions

Summary

Ambitious, highly-motivated, and self-driven Professional with over 15 years of progressive management experience focused in Consulting Services, Training, IT, Technical Sales, Product Implementation Testing, Product Validation and Project Management. Proven track record in delivering Customer Satisfaction while building highly dynamic and successful teams.

Over 20 years of technology expertise in fields that vary from Medical, Corporate Networking, Education and Public Safety. Expertise in understanding and communicating at every level of management with a technical acumen that instills confidence and trust.

Highly motivated to achieve revenue objectives, while maintaining budget control and accuracy. Focused on increasing customer satisfaction and facilitate the growth, not only of the organization, but also of the employees.

Specialties: 9-1-1 network design and requirements gathering/documentation, 9-1-1 call center and PSAP operations, telecommunication network both analog and digital, CTI computer operations, LAN's, WAN's, NENA & APCO standards and recommendations

Experience

Director, Network Solutions

March 2018 - Present

Responsible for driving and evolving a complex, full end-to-end business plan from technical design, project planning to financial execution while ensuring business and operational requirements and goals are met. Ensures the Company's Next Generation Services are well defined and aligned with the Company's strategy/vision, provides the anticipated business value and meets or exceeds the financial objectives as outlined in the Operating Plan. This role requires driving implementation of the Company's strategy/vision which requires effective collaboration with Portfolio Management (PLM), customer solution/implementation teams, operations personnel, customers, prospects, and strategic partners. Additionally, this role is responsible of overseeing the Solutions Engineering team that maintains responsibility for the planning and execution of platform integration and validation activities for the NGCS business line.

Senior Director of Network Solutions

June 2017 - March 2018 (10 months)

Responsible for driving and evolving a complex, full end-to-end business plan from technical design, project planning to financial execution while ensuring business and operational requirements and goals are met. Ensures the Company's Next Generation Services are well defined and aligned with the Company's strategy/vision, provides the anticipated business value and meets or exceeds the financial objectives as outlined in the Operating Plan. This role requires driving implementation of the Company's strategy/vision which requires effective collaboration with Portfolio Management (PLM), customer solution/implementation teams, operations personnel, customers, prospects, and strategic partners. Additionally, this role is responsible of

overseeing the Solutions Engineering team that maintains responsibility for the planning and execution of platform integration and validation activities for the NGCS business line.

Senior Director of Platform Integration and Validation at Airbus DS Communications, Inc.
November 2013 - June 2017 (3 years 8 months)

Responsible for collaboration with the CTO for the planning and execution of platform integration and validation activities. Providing strategic leadership by working with the CTO and key stakeholders, including but not limited to: CEO, VP Operations, VP Sales, Director of PMO, Director of Portfolio Management, VP Human Resources, and Finance to establish short- and long-range goals supporting the ongoing integration and validation activities for Airbus DS Communications. Responsibilities include but are not limited to determination and removal of roadblocks that allow for the testing and operational readiness testing to ensure that Airbus DS Communications platforms meet and exceed customer's expectations. Drive the day-to-day activities to ensure on time deliverables, operating efficiency and continuous improvement are achieved in regards to platform integration and validation activities. Responsible to oversee the ongoing direction and recommendations of future technologies and 3rd party hardware to be adopted in the deployment of Airbus DS Communications platforms.

Senior Systems Technologist

May 2013 - November 2013 (7 months)

Senior Technologist providing leadership on strategic technical direction of Cassidian Communications solutions. Primary responsibility for the development and coordination of effective technical collaboration internally and externally between Cassidian Communications and our strategic partners. Function as a technical liaison and advisor while ensuring technology selection meets the anticipated business value of Cassidian Communications solutions. Routinely collaborate with CTO, Chief Architect, Product Line Management, customer solution/implementation teams, operations personnel, customers, prospects and strategic partners in achieving the Company's business and technical objectives.

Director of Product Line Management at Cassidian Communications, Inc. an EADS North America Company

January 2012 - May 2013 (1 year 5 months)

Responsible for directing and managing the day-to-day department activities, defining the company's product roadmap and leading the product management team in managing product life cycles and new product development through the efforts of the project management, software and hardware development, and system engineering teams. Responsibilities include the on-time and effective delivery of mapped objectives and milestones; providing strategic product and market inputs to the CEO, COO, Vice President Sales, and CTO to establish long-range and short-term goals, strategies, plans and policies. Directs and coordinates activities between the Product Line Management team and Product Marketing Managers to ensure product marketing materials are timely, thorough, accurate, user-friendly, and innovative.

Director of Technical Responses and Solutions at Cassidian Communications, Inc. an EADS North America Company (formerly PlantCML)

January 2011 - January 2012 (1 year 1 month)

Responsible for developing and fostering effective technical collaboration, both internal and external, functioning as a senior technical liaison and advisor. Direct participant to the technical strategy and direction of the Company's solution product portfolio, including but not limited to gathering technical requirements, contributing to solution definition, solution planning, direction and tracking of all technical aspects of the Company's solutions. Participate in the development of future and proof of concept solutions that assist in the direction of the Company's future products. Provides input on the integration of technologies and maintains state-of-the-art knowledge of technologies and methodologies across PlantCML's portfolio of solutions. Oversees and guides all bid processes, funding strategies, market research and alternate revenue path development efforts. Serves as primary liaison for internationalization of PlantCML bid opportunities to globalize portfolio.

Senior Systems Technologist at PlantCML an EADS North America Company
November 2008 - January 2011 (2 years 3 months)

Senior advisor on communications technology and the changes and affects these technologies have on PlantCML's products and services as well as the affects on the industries that PlantCML participates in. Provide technical direction and diagnostic assistance to Technical Services department on unusual installations and equipment issues for both legacy and new products. Conduct comprehensive comparative analysis of call center systems / system solutions, including but not limited to, telephone, radio, CAD, GIS, MIS, ENS, etc., to determine areas of noncompliance, non-conformance and/or needed optimization based upon established technical, operational, performance standards, criteria and requirements. Supervises and/or participates in the resolution of complex call center issues reported to PlantCML technical support

Director of Technical Sales and Project Management at PlantCML
November 2005 - November 2008 (3 years 1 month)

Primary responsibilities include directing the progression and allocation of PlantCML technical sales and implementation resources as well as providing leadership, team development, planning, communication, project management and continuous improvement within the organization. Accountable for enabling the unit to implement market leading Public Safety solutions, achieve Channel & end-user customer satisfaction and meet revenue growth targets (in excess of \$100M annually). Implemented solutions, including but not limited to Analog, Digital, VoIP and nextgeneration (NG911) call taking solutions. Responsible for budget activities in excess of \$7 Million per year. Oversee four departments, five managers, 10 direct reports and a total department headcount of 45 individuals. Direct and oversee all aspects of Technical Sales, Sales Operations, Sales Engineering, Technical Solutions Engineering and Project Management within the Public Safety arena.

Director of Implementation at Plant Equipment, Inc.

November 2004 - November 2005 (1 year 1 month) Direct and oversee all aspects of Sales Engineering, Inside Sales, Training, Field Engineer, and Project Management within the Public Safety arena. Primary responsibilities include directing the progression and allocation of Plant Equipment's Sales Engineering, Field Engineering, Implementation and Sales Configuration resources as well as providing leadership, team development, planning, communication and continuous improvement within the organization. Position is accountable for enabling the Unit to

design, sell, implement, train, and achieve Channel & end-user customer satisfaction and meet revenue growth targets. Responsible for budget activities in excess of \$10 Million per year.

Sales Engineering Manager at Plant Equipment, Inc.

November 2000 - November 2004 (4 years 1 month)

Direct and oversee the Sales Engineering department for the Public Safety Business Unit.

Primary responsibilities include directing the progression and allocation of Plant Equipment's Sales Engineering resources as well as providing leadership, team development, planning, communication and continuous improvement within the organization. Responsible for budget activities in excess of \$3 Million per year.

Senior Sales Engineer

November 1998 - November 2000 (2 years 1 month)

Provided technical sales assistance to Plant Equipment's Account Executive team, Sales Engineering team and customers regarding prospective sales opportunities for telephony products and/or network and integration assistance. Identified and understood the customer's technical and operational needs, the technical capabilities that exist in which to fill the needs and the presentation of the benefits and the risks of the possible technical solutions. This position functions as technical lead and liaison to Plant Equipment's sales engineering, project and product management, development and customer service teams on all applicable technical issues.

Senior Systems Engineer at Technology Integration Group

December 1997 - November 1998 (1 year)

Microsoft Certified Trainer, Microsoft Certified Systems Engineer at Infinisys

June 1996 - December 1997 (1 year 7 months)

Microsoft Certified Trainer at Computer Training Solutions

June 1995 - June 1996 (1 year 1 month)

Senior Field Service Engineer at Vanstar

June 1994 - June 1995 (1 year 1 month)

Senior Atomic Spectroscopy Engineer at PerkinElmer

June 1988 - June 1994 (6 years 1 month)

Education

DeVry University Phoenix

B.S.E.E.T, Electronic Engineering Technology, 1985 - 1988

Grossmont High School General Education, General Studies, 1981 - 1985

Beau Kinsey

SKILLS SUMMARY

Challenge-seeking personality with over 25 years of experience in planning, implementing and supporting Information Technology solutions and Service Delivery meeting business needs and strategy. A Hands-On Director with relevant Business Transformation experience. Strength in building and leveraging strategic business partnerships while enabling collaboration in the process of driving business initiatives forward.

Core Competencies:

Leadership – A hands-on leader, directing project-based efforts while managing, organizing and motivating support teams; ability to negotiate with business stakeholders and outside parties in the definition of business values and overall strategy, metrics and project execution.

Business Transformation – Hands on approach to business process flow optimization and change management efforts leading to Support and IT landscape improvements, higher end-user adoption and reduced cost of ownership.

Resource Planning – Defining the strategy and technical resources to maintain, improve and enable new business solutions. Ability to build partnerships for planning of business and technology roadmaps. Vendor Management skills in support of ROI justification model and deployment phases with emphasis on IT Solution Support, Service Delivery and Business Analytics.

Customer Management – Leverage multiple data sources to predict, address and translate customer issues and pain-points.

Cloud (Anything as a Service) – Development and execution of customer and corporate Cloud and Outsourcing strategies for Global IT Infrastructure and Applications.

Infrastructure – Hands-on experience in design and consolidation of Infrastructure architecture along with management of vendor relationships required to support high availability models and optimal cost.

Budget Management – Have a track record of increasing responsibility in budget management of staffing and enterprise-wide projects, Including global spend forecasting & optimization.

Broad-Based Competencies:

Process mapping; customer data analytics; risk assessment and mitigation; cost-benefit analysis; IT budget management and forecasting; managed services; infrastructure virtualization; regulatory adherence/compliance; vendor and contract management; disaster recovery planning and execution; mergers, acquisitions and divestitures; along with application and system selections.

EXPERIENCE

Airbus DS Communications – Temecula, CA

January 2016 – Present

Industry: *Public Safety - Emergency 911 Communications*

Role: *Director - Network Operations*

A strategic contributor to the creation of the NGCS (Next Generation Core Services) business unit. Responsible for Service Strategy, delivery, surveillance and post support of IT related services for over 65% of North America's 911 Call Centers (Police, Fire & EMS). Directing a 24x7x365 Network and Security Operations Center of 15 employees per shift, including Network, Security, Technical Support, Service Desk and 3rd Party/Developer support resources.

Key Contributions:

- Director / Sponsor of Post Support Operations – Oversight of setting up new business entities and support requirements within Incident Management System (ServiceNow); ensuring customer information, contractual requirements (SLAs/OLAs) and contracted services are in the system.
- Defining, productizing and educating business stakeholders of new service offerings and methods for selling.
- Audit and Compliance of PCI, SOX and HIPAA; compliance with Federal and State requirements for Notifications, Response and Reporting on customer system or application outages.
- IT Project Lead for acquisitions, divestitures of business system deployments – driving efforts associated with Business Modeling, Data Extracts, Engineering Tools and Services and overall IT Assets and support models.
- Developed and executed plan to reduce IT spending, while accelerating IT and Service investments in key strategic areas.
- A driver of continuous transformation and simplification efforts across multiple business segments while simplifying the entire IT and Support landscape – leveraging Cloud, Outsourcing and Business Process Optimization (BPO).
- Key Performance Indicator (KPI) Categories tracked: Revenue, Sales Engagements, Partner Performance, Project Status & Forecasting, Service Delivery, NSOC Responsiveness, Customer Intelligence (Market Direction), etc.

Kinsnet Consulting - Murrieta, CA

October 2014 – January 2016

Industry: *Consulting and Service Delivery*

Role: *Owner*

Owner / Stakeholder for startup Managed Service Provider (MSP) providing implementation, integration, Project Management, asset and Lifecycle management and surveillance services.

Key Contributions:

- Deployment of Enterprise Systems and IT Infrastructure initiatives for customers.
- Project Management for IT Based solutions and Service Delivery engagements
- Staff and Service Planning for increased visibility of Pipeline, WIP and Backlog.
- Infrastructure stabilization and optimization through audits, assessments, vendor management, process and technology implementations.
- Surveillance and Management of customer IT environments; Network, Server, Storage and Applications
- Deployment and Adherence of Change Management processes; identify risks and provide mitigation plans, insurance of communication and approvals from customer business stakeholders.

- Building framework to enable collaboration in a cross-functional and geo-diverse team settings.
- Key Performance Indicator (KPI) Categories tracked: Revenue, Sales Engagements, Service Delivery, Project Status & Forecasting, NOC Responsiveness, etc.

SIGMAnet - Ontario, CA

October 2012 – October 2014

Industry: *Product Distribution, IT Integration and Service Delivery*

Role: *Director – Managed Services & Professional Services*

Providing leadership, strategic direction, profitability, operational oversight and staffing for the Managed and Professional Services Organizations. The organizations consisted of the following business units: Project Management Office (PMO), Advanced Technical Services (Network, Security, Server and Storage Departments) and Managed Services (NOC and Service Desk).

Key Contributions:

- Ownership of the Professional Services and Managed Services organizations, providing technology Roadmaps and communication of both corporate and organizational strategies
- Drive Business and culture transformation through vision, communication, training and accountability
- Roadmap Building and Investment Management – Built-out of financial models to justify program investments
- Vendor Management – Systems Selection Methodologies, Price and Scope Negotiations, Account Management, Escalations, New Technology Evaluation, Contracts, Billing, etc.
- Key Performance Indicator (KPI) Categories: Revenue, Partner Performance, Marketing, Service Delivery, Responsiveness, etc.
- Budget Management responsibilities for Business Units spend

Cassidian Communications Inc. - Temecula, CA

September 2011 – October 2012

Industry: *Public Safety - Emergency 911 Communications*

Role: *Manager – Technical Services*

Responsible for oversight of the Technical Support Services organization, providing support for the Vesta and Sentinel Call Processing solutions.

Key Contributions:

Managed daily operations of a Technical Operations Center focused on identifying, troubleshooting and resolving customer issues within their Service Level Agreements (SLAs).

Adherence to compliance standards (ITIL and ISO) through process documentation and proof of changes through evidence

Develop and optimize processes to deliver services through measurable KPIs and Metrics

Established formalized Quality Control (QC) processes to ensure implementations meet the customer, product Development and Technical Services organizations requirements.

Established formal onboarding and training plans to educate and effectively identify, troubleshoot and install proprietary phone systems (Patriot and Vesta (Pallas)) solutions.

Drove lower tiered resources (Managed Services) to troubleshoot more common and routine issues, increasing profitability and service delivery.

Conduit for building collaboration between two disperse support organizations and the Development teams, leading to effectively addressing issues with current and future system releases.

- Architected and built a Technical Support Lab environment to deploy and understand the Call processing solutions and for training support staff.
- Introduction of Periodic Reviews and Formal Audits as an alternative to strengthen weak IT Controls and solution Monitoring.

Skyworks Solutions, Inc., Irvine, CA

1999 – August 2011

Industry: *Semiconductor Manufacturing*

Role: *Director - IT Operations [October 2006 – August 2011]*

Responsible for the efficient operation of all IT Infrastructure components in 30+ locations worldwide in support of 4000+ employees; Global Network Services and Telephony, Data Center Operations, Desktop Support Services and IT Infrastructure Outsourcing Strategies. Directed a staff of 30+ IT Infrastructure in-house professionals and equivalent Managed Services providers in support of all IT Operations worldwide:

Key Contributions:

Developed and executed towards an Outsourcing Roadmap for IT Operations, properly balancing efficiency, customer impact and cost saving opportunities; migrated all core Data Center Operations and Network Services to new service providers; provided contract flexibility to add and subtract services at any given time based on business priorities; increased monitoring of critical systems; increased overall network and server performance by over 100% in some instances while significantly reducing operating expenses.

Served as liaison between IT Operations and Engineering Services; promoted joint ventures to increase efficiency, eliminating duplicate cost and reducing operating expenses; shared tools to increase ability to prevent and troubleshoot problems.

Hands-on involvement in the business justification, design and implementation of all IT Infrastructure requirements for new Engineering Sites; Irvine, CA (400+ people), New Delhi, India and Hyderabad, India (~200 people), along with the logistics to coordinate all relocations with minimal downtime.

Multiple IT Infrastructure based projects focused on business continuity, efficiency and compliance; server upgrades and consolidations across the enterprise, LAN and WAN upgrades worldwide, implementation of much more reliable and efficient SAN and backup technologies, etc.

Role: *Manager – IT Operations [March 2002 – October 2006]*

Responsible for the development, availability and integrity of all corporate-wide IT Core operations in a very dynamic, fast paced business environment. Managed a staff of 20+ Full Time Desktop, Server, Network, Telephony and Security resources along with equivalent outsourcing providers in support of all Core infrastructures.

Key Contributions:

Developed a responsive and cost efficient IT service organization through consolidation of systems, improved data center operations, enhanced processes, designing cost effective and manageable network and telecom infrastructures.

Responsible for the deployment of MS office applications, WAN acceleration, virtualization technology, vulnerability scanning, intrusion detection and a global help desk system.

Responsible for Corporate Telecom Billing; included Data, Voice and Wireless invoicing.

Drove cost reduction through restructuring of contracts, process improvements, outsourcing and other initiatives resulting in a LEAN organization.

Develop strategic IT roadmap delivering a best in class, cost efficient corporate Infrastructure. Focusing on building stability through redundancy, and mitigating risks through process and policies.

Adherence to compliancy standards (ITIL, SOX, ISO) through process documentation and proof of changes through evidence.

Role: *Principle Engineer – Server & Network Solutions [1999 - March 2002]*

Responsible for the design, development and availability of all corporate-wide IT Core Datacenter, Network, Telephony and Security systems. Due to the criticality of global operations, the business required no more than 5 minutes of downtime per year.

Key Contributions:

Designed, Implemented and supported the company's global network and telephony infrastructures. This included establishing standards, documenting configurations and building reference architectures to ensure consistency throughout the organization.

Designed and implemented infrastructure based IT solutions; Cisco LAN/WAN connectivity, Circuit Optimization, Application performance tuning, VoIP Implementations (Cisco and Avaya IP Telephony), Network Security (Cisco ASA and Checkpoint Firewalls), Wireless Network Security, Network Sniffers (NetScout/NAI RMON Probes) for Deep Packet analysis, Network Management (Monitoring) and establishing Baselines and Thresholds for alerting.

Project Manager (PM) for many acquisition integrations and divestitures, along with numerous Network, Server, Datacenter, Security and Email deployments.

EDUCATION / CERTIFICATIONS

Bonita High (La Verne)

High school graduate

June 1985

College Education

National University, San Diego
Riverside Community College, Riverside
Mt. San Antonio College, Walnut
Rio Hondo College, Whittier

ITM (IT Management)
(General Education)
Fire Science
Fire Academy

ITIL v3

Foundation in IT Service Management - Candidate # 9980054583917369

June 2017

Cisco CCNA & CCNP

Cisco Certified Network Professional – CCO ID – CSC012720195 February 2015

Julie Croft, Next Gen Core Services (NGCS) Program Management

Summary

~Telecommunications ~ Training Design and Deliver ~ Network Operations ~ Professional Project & Program Management ~ Technical Support ~ Design Operations ~ Data Center Design & Deployment

Excellent planning and organizational skills to include written and oral communication in effort to bring all projects, of any size or technical scope of complexity to successful and professional completion while satisfying the end user customer creating and sustaining strong professional relationships for all current and future business needs.

Ambitious, performance driven, individual contribution with a strong and vast Telecommunication & 9-1-1 Call Handling technical background with over 22 years of progressive management experience focused in Field Services (cable/fiber splicing), Consumer Markets Training Delivery, Network Operations Center Technology (Switching & Transport), FCC Operations Information 9-1-1 Service Disruption Reporting Manager, 9-1-1 Special Services Staff (Process & Delivery), 9-1-1 Resolution Center Technology Management, Project Management Delivery and team development, 1st & 2nd Tier 9-1-1 Field Technical Support and 9-1-1 network and Call Handling Pre & Post sale complex next generation Designs with future technology and NENA/FCC/Regulatory standards in mind.

22+ years of proven track record from both internal and external customers in delivering seamless 9-1-1 hardware/software & Telecom Network migrations.
Proven Managerial expertise in building dynamic and successful Technical Project Management & 9-1-1 Field Engineering teams for both Central Office Operations and Outside Plant organizations within the Telecom Industry while building successful vendor relationships with competing and supporting 9-1-1 call handling vendors as well as our Telecommunication competitors. Highly motivated to achieve revenue objectives, while maintaining budget control and accuracy. Focused on increasing customer satisfaction and facilitate growth within the industry and partner with our customers to support their business endeavors successfully.

Strong Agile Project Management Skills and delivery. PMP trained and will be certified by August, 2016.

Vendor Management ~ Strong interpersonal relations and a strong desire to strengthen and maintain vendor relationships.

Professional History & Experience

Airbus DS-Communications, Inc. U.S.-Remote
Next Gen Core Services (NGCS) Program Management 11/2016 – Current
Create, develop & manage two teams, 1. Network Specialist Project Managers and 2. Network Design Service Management responsible for driving and evolving the company's flagship Call

handling hardware/software product offering to expand to offering Telecom Network services as an Alternate Emergency Service Provider (AESP) within the Telecom Industry. Responsible to create and execute business and operational processes for my team to implement 911 Selective Routing Carrier Migration projects and to support all technical Telecom related activity to customer acceptance and assist the Airbus NSAC for Telecom related issues. Develop new personnel to become Telecom Network (Ingress, Egress network & Routing Network) specialists while understanding all aspects of a Selective Router & OSP Transport Migration project to provide our customers with a seamless transition from their Legacy Selective Routing provider/platforms. Manage Hardware and Software Procurement, Vendor Contract Management, Change Management process and management, Create processes with internal and external suppliers/Vendors. Team with Regulatory and Legal personnel to establish Airbus within the AESP Telecom Industry and within the Telecom Industry. Assist with Legal documents for Contractual liabilities with internal and external suppliers to include OSP Telco Carriers and author Legal documentation and processes. Team with the Airbus Network Operations Center to create defined Roles and Responsibilities and Network Reliability measures. Work with Pre-sales and author Scope of Work (SOW) Documents for customer opportunities and provide input for Vendor SOW/Contracts. Create Complex, Detailed Airbus NGCS Data Center stand up and Customer Selective Routing Migration Project Plans. Create Large Project Review PPT and deliver them to Executive Management and internal stakeholders.

Application used: Microsoft Office Suite: Project, Project Server, Excel, Word PPT and Outlook; Visio,

AT&T | Kansas City, MO

SPECIALIST-CLIENT SERVICES SR PROJ MGMT 3/2006 – 11/2016

Lead the planning and implementation of 22 state process of CPE Ordering, goal to provide standardization across our regional footprint. Develops ongoing relationships with suppliers. Provide project management tracking for Southwest & Southeast region from project initiatives, implementation, billing phases to project closure. Utilizes a variety of mechanized systems to provide balance accuracy, create efficiencies in report data, track costs and change requests for all projects.

Provide 2nd Tier Technical support for both network and CPE issues in the field for projects being implemented and post implementation.

Provide project support on ESInet installations for Brevard County, FL & US Navy projects, coordination of ABFS technicians/CSO tickets for AT&T Labs and GSI site cutovers.

Educates team members with detailed individual and team responsibilities for all projects. Knows the role and function of each team member, and effectively leads each team member in the execution of the project objectives.

Provide Pre-sales consulting for network and CPE design for stand alone, AB switching & Geo Diverse Host/Remote solutions to include Mobile Disaster Units. Team member working with

West Safety Services authoring the NENA i3 M&P and training curriculum for all Sales and support channels.

Application used: E911 IDB, APROMS, CFAS, Oracle 11i financials, Business Objects, CMS & the Microsoft Office Suite: Project, Excel, Word and Outlook.

AT&T | Kansas City, MO

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AT&T Southwest | Austin, TX

911 Special Services Staff Project Manager 10/2005 – 3/2006

Served as SPOC responsible for GEM 911 Sales Organization, Special Services LFO and the OICC (FCC Reportable Outage Investigations). Lead all 911 FCC investigations for the Southwest Region (MO, KS, OK, AR, TX). Supervise the Austin 911 Center responsible for service restoral for all 911 traffic and CPE outages. Supported the SS LFO for Regional escalations and SW PSAP customers. Authored and disseminated Method and Procedures for Service outages for AT&T and interactions with CPE Vendors. Served on the 911 Center for Learning (CFL) Technical Advisory Board (TAB) to create and approve existing 911 training curriculums for 911 Network Operations Center and Field technicians. Established a technical

support team for the SW911 Austin Resolution Center with responsibilities for multiple technologies. Served on a 13 state 911 Best Practices maintaining and updating Training and Product Notices for the Southwest Region.

Application used: WFA, GRETA, NMA, E911 IDB, Business Objects, the Microsoft Office & Project Suite.

Southwestern Bell | Kansas City, MO
Service Disruption Info Control Manager 7/2003 – 10/2005

Served as a Service Disruption Coordinator for the SW Region. Managed monitoring of all service disruption efforts for 5 stations, 24/7 to include FCC reporting, Media Management, Investigating, Assigning Root and Direct Cause, and delivering final report for both AT&T Legal and to the FCC. Authored, Delivered, & maintained Training for Service Disruption Reporting and Management to handle War Room Outage Event Handling for both Management and Non-Management personnel involved in outage resolution efforts.

Served as the Emergency Site Coordinator for the Kansas City Admin building where the Network Operation Center resides. Managed all Building evacuations working with the KC Fire Department, Property Management, & surrounding buildings for all emergency evacuation procedures both testing and real emergency scenarios. Responsible for training all 13 floors assigned representatives to manage floor specific headcount and resource risk management.

Served as lead for multiple ISO 9000 Committees in effort to gain ISO 9000 accreditation which was completed successfully. Lead the Creating and Maintenance editing team for all Network Surveillance and Analysis procedures. Also served on a 5 State Control Quality/Appraisal Process to author and maintain editing for all technologies (DMS/AXE/5E/Transport) surveillance and Analysis teams. Delivered all SW NSAC Management Training and Non-Management training for the ISO Process Improvement movement then to other Field and Center organizations to complete all SW personnel.

Application used: WFA, NMA, REACT, TIRKS, E911 IDB database, Microsoft Office Suite.

Southwestern Bell | Kansas City, MO
Manager Network Maintenance (NSAC) 11/2002 – 7/2003

Responsible for Dayshift Network Center Technicians for the Midwest (MOKA) Network Surveillance and Analysis Center (NSAC) for Nortel, Ericsson, STP/SS7/911 Surveillance and Analysis functions. Chaired all Restoration efforts and Status bridges for Central Office outages and/or isolations to include Tandem, Hosts, Remote Office, 911 PSAPs, Switch outages, Fiber & Copper cable cut outages. Worked with interdepartmental organizations (ESAC, CNOC, XLATS, 911 Marketing, Special Services Field Org., NMA, Construction and Engineering, LFO involved in trouble reporting and resolutions.

Managed Power Plant reviews (NOC deviations) and MW ISO Implementation Lead for Training and Documentation Team. 24/7 on call for Outage Restoration assistance.

Managed a team of 18 Network Center Technicians and served on a 13 State NMA Course Development, nonstandard documentation. 5 state Appraisal development, SDR Committee Lead, & Key Service Measurements for Best NOC Practice/Procedures. Served on Career Mentoring Program grooming potential management candidates (promoted 2).

Application used: WFA, TIRKS, NMA, NMA EG, Dynatext, Helmsman, Microsoft Office Suite, NT 200, Macromedia Dreamweaver HTML WebDesign, Camtasia, Visio, & APEX.

Southwestern Bell | Kansas City, MO
Manager Network Maintenance PM ISO 9000 05/2002 – 11/2002

Dedicated Project Manager for ISO 9000 for the Midwest and Virtual (Tulsa, OK) NSAC centers Documentation team, Training and Implementation Teams for the following technologies: Nortel, AXE, Lucent 5E, & Transport. Authored Training Course Development for Nortel NMA Ticket Analyzing.

Authored and delivered NMA course for new NMA (Switch/Transport) Technicians.

Southwestern Bell | Kansas City, MO
Service Rep/Team Leader/Missouri/KS Splicing technician/ SW Training Mgr 03/1998 – 05/2002

Started with AT&T as a Service Representative for both Residential and Small business customers and quickly moved to Team Lead to handle all President level escalations and customer issue resolution for the MOKA (Missouri, Oklahoma, Kansas & Arkansas) Call Center. Moved to outside field services as a Splicing technician for a short period in early 2000 until I was promoted in late 2000 as a SW training manager to instruct new hire Service Representatives for the Residential Sales team. In 2001, I was promoted and managed a team of 1st line training managers within the Missouri, Kansas, Oklahoma and Texas geography handling all Human Resource issues and Training M&P writing oversight.

Education

Metropolitan Community College, (MCC-Longview) Lee's Summit, MO
Accreditations and Training Certifications
1999 Wireless Basics/Customer Retention
2000 Field DSL Installation/Splicing/Pole Climbing
2001 Fiber Optics 112
2001 NMA Management/Language
2001 NOC Command & Control Manager /Intro to Telecommunications /NTWK Monitoring & Analysis Management
2001 ISO 9001 Auditor Certification
2001 Labor Relations
2002 DMS SuperNode System Maintenance
2002 LIU7 Hardware Maintenance Advanced
2002 Link Inter. (LIU7)Unit Hardware

2002 WFA Load Management
2002 Power Management Overview
2006 911 PWR/PWR MAP/PWR MIS
2006 Vesta Pallas I&M
2006 Circuit Design Fundamentals
2007 Project Management Fundamentals
2007 Cisco Foundation
2008 QMS, Six Sigma, MSOC (white)
2010 Project Management Symposium
2011 Six Sigma (Yellow & Green)
2012 Cloud Computing/Next Gen Network Applications
2013 FCC Operation Investigation Command/Control
2014 Technology Transformation Cert., Network Transformation
2014 Mobility/Connectivity Automation/Communication/Technologies in Motion
Transformation Certifications
2014 Big Data/Network Functions/Project Stream/Software Defined Network/Virtualization
& Cloud Computing/Network Aspects of Project VIP/Network Leadership Certifications
2014 PMP Course Certification
2015 Big Data Bronze Certification (Analytics & Engineering)
2015 IP Networking Certification (Cyber Security, Data Science)
2015 Agile Program and Project Management Certification
2016 Cisco Manager Overview
2016 Veterans ERG Member
2016 Security Technology Transformation Certification
2016 Video Technology Transformation Certification
2016 Access & Transport Network Evolution Certification
2016 Video Network Evolution Certification
2016 Domain 2.0 Technical Certification