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AGREEMENT FOR PROFESSIONAL SERVICES BY INDEPENDENT CONTRACTOR

THIS AGREEMENT FOR PROFESSIONAL SERVICES BY INDEPENDENT CONTRACTOR is made and effective as of the 13th day of November, 2015, by and between the CITY OF BEAUMONT ("CITY") whose address is 550 E. 6th Street, Beaumont, California 92223 and TASO TECH, INC., a California corporation, whose address is 8194 Palm View Lane, Riverside, CA 92508 ("CONTRACTOR").

RECITALS

This Agreement is entered into on the basis of the following facts, understandings and intentions of the parties to this Agreement:

A. CITY desires to engage CONTRACTOR to provide IT Services (collectively, the "Services") as set forth in the Proposal (as defined below); and

B. CONTRACTOR has made a proposal ("Proposal") to the CITY to provide the Services, which Proposal is attached hereto as Exhibit "A"; and

C. CONTRACTOR agrees to provide the Services pursuant to, and in accordance with, the terms and conditions of this Agreement, and represents and warrants to CITY that

CONTRACTOR possesses the necessary skills, licenses, certifications, qualifications, personnel and equipment to provide such services.

AGREEMENT

NOW, THEREFORE, in consideration of the foregoing Recitals (which are hereby incorporated herein by this reference) and mutual covenants contained herein, CITY and CONTRACTOR agree as follows:

1. Term of Agreement. This Agreement is effective as of the date first above written and shall continue until terminated as provided for herein. Notwithstanding anything in this Agreement, this Agreement shall automatically terminate after one (1) year unless extended by the parties with the approval of the City Council of the CITY.

2. Services to be Performed. CONTRACTOR agrees to provide the Services as set forth in the Proposal and any other services which the City may request in writing from time to time. All Services shall be performed in the manner and according to the timeframe set forth in the Proposal. CONTRACTOR designates Anastasios Alexio as CONTRACTOR'S professional responsible for overseeing the Services provided by CONTRACTOR.

3. Associates and Subcontractors. CONTRACTOR may, at CONTRACTOR's sole cost and expense, employ or retain such competent and qualified independent associates, contractors and consultants as CONTRACTOR deems necessary to perform the Services;

provided, however, CONTRACTOR shall not subcontract any of the Services without the written consent of CITY.

4. Compensation.

4.01 CITY agrees to pay CONTRACTOR the amount of Two Hundred Ten Thousand Dollars (\$210,000.00). CONTRACTOR shall be paid at the rates set forth in the Proposal and shall not increase any rate without the prior written consent of the CITY. Notwithstanding anything in this Section 4, total fees and charges paid by CITY under this Agreement shall not exceed Two Hundred Ten Thousand Dollars (\$210,000.00) without approval by the City Council of CITY.

4.02 CONTRACTOR shall not be compensated for any Services rendered nor reimbursed for any expenses incurred in excess of those authorized unless approved in advance by the CITY, in writing.

4.03 CONTRACTOR shall submit to CITY, on or before the fifteenth (15th) of each month, itemized invoices for the Services rendered in the previous month. The CITY shall not be obligated to pay any invoice that is submitted more than sixty (60) days after the due date of such invoice. CITY shall have the right to review and audit all invoices prior to or after payment to CONTRACTOR. This review and audit may include, but not be limited to CITY's:

a. Determination that any hourly fee charged is consistent with this Agreement's approved hourly rate schedule;

b. Determination that the multiplication of the hours billed times the approved rate schedule dollars is correct;

c. Determination that each item charged is the usual, customary, and reasonable charge for the particular item. If CITY determines an item charged is greater than usual, customary, or reasonable, or is duplicative, ambiguous, excessive, or inappropriate, CITY shall either return the bill to CONTRACTOR with a request for explanation or adjust the payment accordingly, and give notice to CONTRACTOR of the adjustment.

4.04 If the work is satisfactorily completed, CITY shall pay such invoice within thirty (30) days of its receipt. Should CITY dispute any portion of any invoice, CITY shall pay the undisputed portion within the time stated above, and at the same time advise CONTRACTOR in writing of the disputed portion.

5. Obligations of CONTRACTOR.

5.01 CONTRACTOR agrees to perform all Services in accordance with the terms and conditions of this Agreement and the Proposal. In the event that the terms of the Proposal shall conflict with the terms of this Agreement, or contain additional terms

other than the Services to be rendered and the price for the Services, the terms of this Agreement shall govern and said additional or conflicting terms shall be of no force or effect.

5.02 Except as otherwise agreed by the parties, CONTRACTOR will supply all personnel, materials and equipment required to perform the Services. CONTRACTOR shall provide its own offices, telephones, vehicles and computers and set its own work hours. CONTRACTOR will determine the method, details, and means of performing the Services under this Agreement.

5.03 CONTRACTOR shall keep CITY informed as to the progress of the Services by means of regular and frequent consultations. Additionally, when requested by CITY, CONTRACTOR shall prepare written status reports.

5.04 CONTRACTOR is responsible for paying, when due, all income and other taxes, fees and withholding, including withholding state and federal taxes, social security, unemployment and worker's compensation, incurred as a result of the compensation paid under this Agreement. CONTRACTOR agrees to indemnify, defend and hold harmless CITY for any claims, costs, losses, fees, penalties, interest, or damages suffered by CITY resulting from CONTRACTOR's failure to comply with this provision.

5.05 In the event CONTRACTOR is required to prepare plans, drawings, specifications and/or estimates, the same shall be furnished in conformance with local, state and federal laws, rules and regulations.

5.06 CONTRACTOR represents that it possesses all required licenses necessary or applicable to the performance of Services under this Agreement and the Proposal and shall obtain and keep in full force and effect all permits and approvals required to perform the Services herein. In the event CITY is required to obtain an approval or permit from another governmental entity, CONTRACTOR shall provide all necessary supporting documents to be filed with such entity.

5.07 CONTRACTOR shall be solely responsible for obtaining Employment Eligibility Verification information from CONTRACTOR's employees, in compliance with the Immigration Reform and Control Act of 1986, Pub. L. 99-603 (8 U.S.C. 1324a), and shall ensure that CONTRACTOR's employees are eligible to work in the United States.

5.08 In the event that CONTRACTOR employs, contracts with, or otherwise utilizes any CalPers retirees in completing any of the Services performed hereunder, such instances shall be disclosed in advance to the CITY and shall be subject to the CITY's advance written approval.

5.09 Drug-free Workplace Certification. By signing this Agreement, the CONTRACTOR hereby certifies under penalty of perjury under the laws of the State of California that the CONTRACTOR will comply with the requirements of the Drug-Free

Workplace Act of 1990 (Government Code, Section 8350 et seq.) and will provide a drug-free workplace.

5.10 CONTRACTOR shall comply with all applicable local, state and federal laws, rules, regulations, entitlements and/or permits applicable to, or governing the Services authorized hereunder.

6. Insurance. CONTRACTOR hereby agrees to be solely responsible for the health and safety of its employees and agents in performing the Services under this Agreement and shall comply with all laws applicable to worker safety including but not limited to Cal-OSHA. Therefore, throughout the duration of this Agreement, CONTRACTOR hereby covenants and agrees to maintain insurance in conformance with the requirements set forth below. If existing coverage does not meet the requirements set forth herein, CONTRACTOR agrees to amend, supplement or endorse the existing coverage to do so. CONTRACTOR shall provide the following types and amounts of insurance:

6.01 Commercial general liability insurance in an amount of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate; CONTRACTOR agrees to have its insurer endorse the general liability coverage required herein to include as additional insureds CITY, its officials, employees and agents. CONTRACTOR also agrees to require all contractors and subcontractors to provide the same coverage required under this Section 6.

6.02 Business Auto Coverage in an amount no less than \$1 million per accident. If CONTRACTOR or CONTRACTOR's employees will use personal autos in performance of the Services hereunder, CONTRACTOR shall provide evidence of personal auto liability coverage for each such person.

6.03 Workers' Compensation coverage for any of CONTRACTOR's employees that will be providing any Services hereunder. CONTRACTOR will have a state-approved policy form providing statutory benefits as required by California law. The provisions of any workers' compensation will not limit the obligations of CONTRACTOR under this Agreement. CONTRACTOR expressly agrees not to use any statutory immunity defenses under such laws with respect to CITY, its employees, officials and agents.

6.04 Optional Insurance Coverage. Choose and check one: Required /Not Required; Errors and omissions insurance in a minimum amount of \$2 million per occurrence to cover any negligent acts or omissions committed by CONTRACTOR, its employees and/or agents in the performance of any Services for CITY.

7. General Conditions pertaining to Insurance Coverage.

7.01 No liability insurance coverage provided shall prohibit CONTRACTOR from waiving the right of subrogation prior to a loss. CONTRACTOR waives all rights of

subrogation against CITY regardless of the applicability of insurance proceeds and shall require all contractors and subcontractors to do likewise.

7.02 Prior to beginning the Services under this Agreement, CONTRACTOR shall furnish CITY with certificates of insurance, endorsements, and upon request, complete copies of all policies, including complete copies of all endorsements. All copies of policies and endorsements shall show the signature of a person authorized by that insurer to bind coverage on its behalf.

7.03 All required policies shall be issued by a highly rated insurer with a minimum A.M. Best rating of "A:VII"). The insurer(s) shall be admitted and licensed to do business in California. The certificates of insurance hereunder shall state that coverage shall not be suspended, voided, canceled by either party, or reduced in coverage or in limits, except after thirty (30) days' prior written notice has been given to CITY.

7.04 Self-insurance does not comply with these insurance specifications. CONTRACTOR acknowledges and agrees that that all insurance coverage required to be provided by CONTRACTOR or any subcontractor, shall apply first and on a primary, non-contributing basis in relation to any other insurance, indemnity or self-insurance available to CITY.

7.05 All coverage types and limits required are subject to approval, modification and additional requirements by CITY, as the need arises. CONTRACTOR shall not make any reductions in scope of coverage (e.g. elimination of contractual liability or reduction of discovery period) that may affect CITY's protection without CITY's prior written consent.

7.06 CONTRACTOR agrees to provide immediate notice to CITY of any claim or loss against CONTRACTOR or arising out of the Services performed under this Agreement. CITY assumes no obligation or liability by such notice, but has the right (but not the duty) to monitor the handling of any such claim or claims if they are likely to involve CITY.

8. Indemnification.

8.01 CONTRACTOR and CITY agree that CITY, its employees, agents and officials should, to the extent permitted by law, be fully protected from any loss, injury, damage, claim, lawsuit, cost, expense, attorneys' fees, litigation costs, defense costs, court costs or any other costs arising out of or in any way related to the performance of this Agreement by CONTRACTOR or any subcontractor or agent of either. Accordingly, the provisions of this indemnity are intended by the parties to be interpreted and construed to provide the fullest protection possible under the law to CITY. CONTRACTOR acknowledges that CITY would not enter into this Agreement in the absence of the commitment of CONTRACTOR to indemnify and protect CITY as set forth herein.

a. To the fullest extent permitted by law, CONTRACTOR shall defend, indemnify and hold harmless CITY, its employees, agents and officials, from any liability, claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses, damages or costs of any kind, whether actual, alleged or threatened, actual attorneys' fees incurred by CITY, court costs, interest, defense costs, including expert witness fees and any other costs or expenses of any kind whatsoever without restriction or limitation incurred in relation to, as a consequence of or arising out of or in any way attributable actually, allegedly or impliedly, in whole or in part to the performance of this Agreement. CONTRACTOR's obligation to defend, indemnify and hold harmless shall include any and all claims, suits and proceedings in which CONTRACTOR (and/or CONTRACTOR's agents and/or employees) is alleged to be an employee of CITY. All obligations under this provision are to be paid by CONTRACTOR as they are incurred by CITY.

b. Without affecting the rights of CITY under any provision of this Agreement or this Section, CONTRACTOR shall not be required to indemnify and hold harmless CITY as set forth above for liability attributable solely to the fault of CITY, provided such fault is determined by agreement between the parties or the findings of a court of competent jurisdiction.

9. Additional Services, Changes and Deletions.

9.01 In the event CONTRACTOR performs additional or different services than those described herein without the prior written approval of the City Manager and/or City Council of CITY, CONTRACTOR shall not be compensated for such services. CONTRACTOR expressly waives any right to be compensated for services and materials not covered by the scope of this Agreement or authorized by the CITY in writing.

9.02 CONTRACTOR shall promptly advise the City Manager and Finance Director of CITY as soon as reasonably practicable upon gaining knowledge of a condition, event or accumulation of events which may affect the scope and/or cost of Services. All proposed changes, modifications, deletions and/or requests for additional services shall be reduced to writing for review and approval by the CITY and/or City Council.

10. Termination of Agreement.

10.01 Notwithstanding any other provision of this Agreement, CITY, at its sole option, may terminate this Agreement with or without cause, or for no cause, at any time by giving twenty (20) days' written notice to CONTRACTOR.

10.02 In the event of termination, the payment of monies due CONTRACTOR for undisputed Services performed prior to the effective date of such termination shall be paid within thirty (30) business days after receipt of an invoice as provided in this Agreement. Immediately upon termination, CONTRACTOR agrees to promptly provide

and deliver to CITY all original documents, reports, studies, plans, specifications and the like which are in the possession or control of CONTRACTOR and pertain to CITY.

11. Status of CONTRACTOR.

11.01 CONTRACTOR shall perform the Services in CONTRACTOR's own way as an independent contractor, and in pursuit of CONTRACTOR's independent calling, and not as an employee of CITY. However, CONTRACTOR shall regularly confer with CITY's City Manager as provided for in this Agreement.

11.02 CONTRACTOR agrees that it is not entitled to the rights and benefits afforded to CITY's employees, including disability or unemployment insurance, workers' compensation, retirement, CalPers, medical insurance, sick leave, or any other employment benefit. CONTRACTOR is responsible for providing, at its own expense, disability, unemployment, workers' compensation and other insurance, training, permits, and licenses for itself and its employees and subcontractors.

11.03 CONTRACTOR hereby specifically represents and warrants to CITY that it possesses the qualifications and skills necessary to perform the Services under this Agreement in a competent, professional manner, without the advice or direction of CITY and that the Services to be rendered pursuant to this Agreement shall be performed in accordance with the standards customarily applicable to an experienced and competent professional rendering the same or similar services in the same geographic area where the CITY is located. Further, CONTRACTOR represents and warrants that the individual signing this Agreement on behalf of CONTRACTOR has the full authority to bind CONTRACTOR to this Agreement.

12. Ownership of Documents; Audit.

12.01 All draft and final reports, plans, drawings, studies, maps, photographs, specifications, data, notes, manuals, warranties and all other documents of any kind or nature prepared, developed or obtained by CONTRACTOR in connection with the performance of Services performed for the CITY shall become the sole property of CITY, and CONTRACTOR shall promptly deliver all such materials to CITY upon request. At the CITY's sole discretion, CONTRACTOR may be permitted to retain original documents, and furnish reproductions to CITY upon request, at no cost to CITY.

12.02 Subject to applicable federal and state laws, rules and regulations, CITY shall hold all intellectual property rights to any materials developed pursuant to this Agreement. CONTRACTOR shall not such use data or documents for purposes other than the performance of this Agreement, nor shall CONTRACTOR release, reproduce, distribute, publish, adapt for future use or any other purposes, or otherwise use, any data or other materials first produced in the performance of this Agreement, nor authorize others to do so, without the prior written consent of CITY.

12.03 CONTRACTOR shall retain and maintain, for a period not less than four years following termination of this Agreement, all-time records, accounting records and vouchers and all other records with respect to all matters concerning Services performed, compensation paid and expenses reimbursed. At any time during normal business hours and as often as CITY may deem necessary, CONTRACTOR shall make available to CITY's agents for examination all of such records and shall permit CITY's agents to audit, examine and reproduce such records.

13. Miscellaneous Provisions.

13.01 This Agreement, which includes all attached exhibits, supersedes any and all previous agreements, either oral or written, between the parties hereto with respect to the rendering of Services by CONTRACTOR for CITY and contains all of the covenants and agreements between the parties with respect to the rendering of such Services in any manner whatsoever. Any modification of this Agreement will be effective only if it is in writing signed by both parties.

13.02 CONTRACTOR shall not assign or otherwise transfer any rights or interest in this Agreement without the prior written consent of CITY. Unless specifically stated to the contrary in any written consent to an assignment, no assignment will release or discharge the assignor from any duty or responsibility under this Agreement.

13.03 CONTRACTOR shall timely file FPPC Form 700 Conflict of Interest Statements with CITY if required by California law and/or the CITY's conflict of interest policy.

13.04 If any legal action or proceeding, including an action for declaratory relief, is brought to enforce or interpret the provisions of this Agreement, the prevailing party will be entitled to reasonable attorneys' fees and costs, in addition to any other relief to which that party may be entitled.

13.05 This Agreement is made, entered into and shall be performed in the County of Riverside in the State of California and shall in all respects be interpreted, enforced and governed under the laws of the State of California.

13.06 CONTRACTOR covenants that neither it nor any officer or principal of its firm has any interest, nor shall they acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of their Services hereunder. CONTRACTOR further covenants that in the performance of this Agreement, no person having such interest shall be employed by it as an officer, employee, agent, or subcontractor.

13.07 CONTRACTOR has read and is aware of the provisions of Section 1090 et seq. and Section 87100 et seq. of the Government Code relating to conflicts of interest of public officers and employees. CONTRACTOR agrees that CONTRACTOR is unaware of any financial or economic interest of any public officer or employee of the

CITY relating to this Agreement. It is further understood and agreed that if such a financial interest does exist at the inception of this Agreement, the CITY may immediately terminate this Agreement by giving notice thereof. CONTRACTOR shall comply with the requirements of Government Code section 87100 et seq. and section 1090 in the performance of and during the term of this Agreement.

13.08 Improper Consideration. CONTRACTOR shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to, cash, discounts, services, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the CITY in an attempt to secure favorable treatment regarding this Agreement or any contract awarded by CITY. The CITY, by notice, may immediately terminate this Agreement if it determines that any improper consideration as described in the preceding sentence was offered to any officer, employee or agent of the CITY with respect to the proposal and award process of this Agreement or any CITY contract. This prohibition shall apply to any amendment, extension or evaluation process once this Agreement or any CITY contract has been awarded. CONTRACTOR shall immediately report any attempt by any CITY officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from CONTRACTOR.

IN WITNESS WHEREOF, the parties hereby have made and executed this Agreement to be effective as of the day and year first above-written.

CITY:

CITY OF BEAUMONT

By: _____
Mayor

CONTRACTOR:

TASO TECH, INC., a California corporation

By: _____
Print Name: Anastasios Alexiou
Title: President

EXHIBIT "A"

PROPOSAL

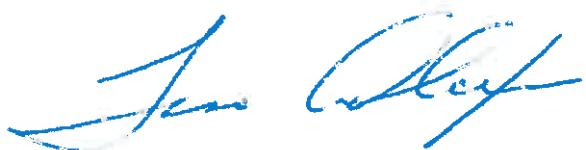
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RFP – IT Service and Support for the City of Beaumont and Beaumont PD

Kari Mendoza
Acting Director of Human Resources
550 E 6th St
Beaumont, CA 92223

Taso Tech, based in Riverside for the past eight years, offers industry leadership to facilitate the integration of new knowledge and emerging technology into your departmental workplace, is providing this RFP for your consideration. We are committed to provide a full spectrum of customer driven technology solutions and professional services.

Thank you for the opportunity to present a proposal for service.

A handwritten signature in blue ink, appearing to read "Anastasios Alexiou".

Anastasios Alexiou, CEO-President

A. Company Overview

Taso Tech was incorporated officially on Jan 1, 2007. The principal, Anastasios Alexiou, known to most as "Taso", had been a network engineer to local and county government agencies since 1995 working for Jaguar Computers Systems. Taso had been instrumental in building the infrastructure and security of many large County of Riverside departments such DPSS, CHA, Mental Health and Registrar of Voters to name a few. Jaguar was bought out by GST in 2005. After a year of supporting GST and their customers, Taso saw the need to take a different direction in order to evolve his skillset and professional services to the next level.

Taso Tech today manages IT services for the City of Beaumont, the City of Big Bear Lake and the City of Perris. We do have other various clients in many different fields but it's our daily involvement with municipalities that help our Cities utilize their investments in technology for their individual growth.

Taso Tech maintains a core staff of four technicians. Our size depends on the number of concurrent projects. The benefit of having the same core guarantees our cohesiveness and that the work is done the same way each and every time. This is valuable when you have to troubleshoot any issue.

Our office is located in Riverside at 8194 Palm View LN, Riverside, CA 92508

All services are provided and maintained by Taso Tech, Inc.

B. Qualifications

Taso Tech has been a provider of IT Services to local and county agencies since its inception. Taso Alexiou himself has over 20 years of government experience. We also leverage our contacts to help keep all our partners use the best practices of each.

Taso Tech is partners with most top tier hardware and software vendors. This allows us to lean on them for assistance in special cases. We are Microsoft and Cisco certified.

Dan Greenwood and Jerry Magna would be the assigned onsite techs. Taso Alexiou would be the backend support and onsite emergencies contact. James Bertok would be a fill tech for support when Dan or Jerry are unavailable.

We would continue to provide all services listed in the RFP.

We have used email distributions to create a tracking system of all information. This not only verifies request but gives all the engineers the ability to collaborate on the solution. The engineer will then state when the process has been completed or ask for support from one of the other engineers.

Taso Tech distinguishes itself from other vendors:

- *Single source for all needs.* We design, implement and support all projects.
- We have been the reseller for the City when our price is lower. We generally are since we have promised to markup merchandise only 5%.
- We have provided loaner equipment to help the City during emergencies or failures. This helps us plan the purchasing of equipment so that we can shop and get the proper solution instead of reactionary purchases.

- *On the fly solutions.* We leverage our knowledge, partners and inventory to work around disasters, while maintaining cost effectiveness. An example of this, we were able to move City Hall into the Animal Control building to continue business during the flea infestation of the gym.
- *The relationships* we create with our clients. We work to understand their needs and make sure we accomplish their goals.
- *Disaster recovery.* We have been able to mitigate any situation that has transpired.
- We have been the IT support for Beaumont since 2008 and have a working relationship since 1996.
- We have the knowledge of all the applications, network Infrastructure, vehicle systems and personnel. This is no small task and the knowledge would put us a minimum of six months in front of any other service in supporting the system.
- Lastly, this knowledge will be onsite each day. Most large companies put out job requests to fill their positions while having them call in for the solutions to the problems. We have kept the city running day in and day out without interruption.

C. References

We believe our strongest asset is our relationship with our clients. All of our clients were born out of recommendations from other clients.

- City of Beaumont, Kari Mendoza 951-769-8510 kmendoza@beaumontpd.org
Contract IT Manager (2008 – Current)
- City of Big Bear Lake, Kelly Ent 909-752-2858 kent@citybigbearlake.com
Contract IT Manager (2012 – Current)
- City of Perris, Arturo Cervantes 951-943-6400 acervantes@cityofperris.org
Contract IT Network Infrastructure Manager (2010 – Current)
- County of Riverside, Public Safety, Customer Relations Manager, David Villegas 951-850-5418
David.Villegas@rivcoit.org
Large projects support (2007 – Current)
- County of Riverside, Probation, Joe Atalla 951-955-0700 jatalla@co.riverside.ca.us
IT Infrastructure creation (2008 - 2011). Work on projects are needed.

D. Pricing

Taso Tech's hourly rates for a network engineer is \$125 and \$85 for a desktop engineer. These rates are the same for business and after hours support. We have discounted this rate based on the number of hours guaranteed to our techs.

Based off the guaranteed hours on site. We are going to purpose a network engineer and a desktop engineer. Flat rate of \$17,500.00 per month (\$210,000.00 for the year). The price includes the 72 hours on site, the council meetings after hours and projects. The only exceptions would be for services that aren't normally provided such as installing large wireless equipment attached to towers.

We are flexible with our services. We work with our clients to come up with packages that fit their needs and budgets.

I personally would like to thank you for taking the time to review our proposal. If you have any questions that were not addressed in the RFP, please feel free to reach out for clarification. We are a small firm which makes our relationships with our clients more personal. We are always working hard to maintain the trust between us at the highest level. Please contact any of our clients if you would like to inquire about us.

Thank you again,

A handwritten signature in blue ink, appearing to read "Taso Alexiou".

Anastasios "Taso" Alexiou

Daniel J. Greenwood

11858 Mount Harvard Ct., Rancho Cucamonga, CA 91737
951-545-5766 DGreenwood@tasotech.com

EXPERIENCE

TasoTech Inc., Lead Field Engineer (Contractor), Riverside, CA

Jun 2010 to Present

- Managing City of Beaumont and Beaumont Police Department on-site IT support since Sep 2011.
- Manage mobile surveillance and communications for Beaumont Police Department fleet, including Digital Video Recorders, Automatic License Plate Readers, Private IP, Mobile Digital Communicators, and modems.
- Managed the IT segment of the Beaumont Police Department dispatch upgrade, including workstation deployment, coordinating with cabling vendor for network segment installation.
- Implemented a weekly maintenance schedule in place at Beaumont City Hall and Police Department for server, Exchange, backup, and surveillance camera maintenance and monitoring.
- Providing remote and on-site support with thorough documentation.
- Work with city vendors to resolve hardware and software problems on behalf of clients.

Computer Consultant, Independent Contractor, Corona, CA

January 1998 to August 2011

- Provided setup and support of personal and SMB computers and networking hardware.
- Prepared recommendations for customers regarding hardware/software upgrades, networking, virus removal, backup, and security.
- Experienced in consumer networking and workgroup-based PCs.

Costco Wholesale, Sales Associate, Corona, CA

June 2000 to August 2011

- Provided customers with sales service, technical knowledge and support with consumer electronics, appliances, and jewelry.
- Trained multiple sales associates in sales techniques, product specifications, and technical support.
- Tasked with the migration of all legacy workstations to more updated thin-clients in 2010 at the Corona location.

CERTIFICATIONS

• Microsoft Certified IT Professional (MCITP): Server Administrator	Aug 2012
• Cisco Certified Network Professional (CCNP): Routing and Switching	Dec 2013
• Computing Technology Industry Association (CompTIA) A+ Computer Technician	Sep 2008

EDUCATION

- **University of Phoenix**
Bachelors of Science in Information Technology with Advanced Networking
Associate of Art: Information Technology with Advanced Networking Expected Feb 2016
Dec 2013
- **Riverside Community College, Riverside, CA**
Emphasis: Cisco Networking Academy Fall 2008 to Spring 2009

TECHNICAL SKILLS

OSs:	Windows Server 2003-2012, XP, Vista, 7, 8, 10, and Linux.
Software:	Exchange 2003-2013, Office 2003-2013, Citrix XenApp, Cyrus Computer-Aided Dispatching (CAD) and Records Management System (RMS), TylerTech Incode, HdL Business License, Laserfiche, Chameleon, Microsoft Dynamics Great Plains, Fleetmate, ScheduleView, Panasonic Arbitrator, L-3 Mobile-Vision PatrolScout and Flashback, CrashZone, Telestaff, TMS Training Management Solutions, Dameware, Symantec Backup Exec, Acronis True Image and Backup, Kaspersky Security Center, BitDefender Enterprise, Symantec Enterprise Antivirus, Symantec Ghost, RDP, and Adobe Creative Suite and Acrobat.
Programming:	Fundamental understanding of C#, Python, PowerShell.
Hardware:	HP, Lenovo, and Dell Servers; Xerox, Konica Minolta, HP, OKI printers; Shoretel phone systems; UPS systems; Barracuda and SpamTitan spam filters; Cisco, HP, Netgear switches; Cisco PIX; SonicWALL; Ubiquiti wireless; DVRs and NVRs.
Protocols:	TCP/IP, OSPF, RIP, EIGRP, DHCP, DNS, VPN, NAT, Wi-Fi, LDAP.
Concepts:	Active Directory, Group Policy, File and Print Services, Failover Clustering, Routing and Switching, WSUS, Ethernet, Wi-Fi.

Jerry P. Magaña

Address: 7420 Windrose Drive, Highland, CA 92346 • Cell: (949) 351-4963 • Email: jmagana@tasotech.com • [LinkedIn](#)

Information Systems and GIS

Innovative and results-driven professional with experience in identifying, analyzing, and solving complex problems with a proven ability to deliver results, substantial productivity, and quality improvements through the use of IT Desktop Support techniques and Geographic Information System technologies and applications.

Areas of Proficiency in GIS

- SQL and Boolean Logic querying
- Arc Toolbox (eg: map algebra, spatial statistics, geocoding, etc.)
- Understanding types of geodatabases (personal, file, and enterprise)
- Working within data and layout views
- Updating and editing attributes (spatial and nonspatial)
- Map labeling and annotations
- GIS project planning and execution
- Creating address locators
- Understanding feature classes and layers
- Creating and editing point, line, and polygon features
- Working with and understanding geographic and projected coordinate systems.
- Rubbersheeting / Georeferencing
- Authoring noncomplex geoprocessing Python scripts
- Cartography (exporting map layouts, scale creation and usage, symbology, etc.)
- Understanding of map projections and datums
- Understanding of GIS analysis process
- Working with common analysis tools
- Principals and applications of Web GIS
- Geocoding and ModelBuilder
- Creating network datasets

Educational GIS Projects and Highlights

- Published map a service in a simulated Emergency Operations Center scenario for field data collection and dashboard projection for the City of Corona, California using ESRI ArcGIS for iOS and ArcMAP v. 10.2.
- Final GIS project was to study patterns of obesity within Boston, Massachusetts and the relationship to clusters of fast food restaurants, convenience, and grocery stores using ArcMAP v. 10.2 and ArcToolbox Spatial Statistics tools.

Education

Masters of Science Geographic Information Systems, California State University, Long Beach, CA	2016 (expected)
Geographic Information Systems Professional Certificate, UC Riverside Extension, Riverside, CA	2014
Bachelor of Fine Arts in Cinema Studies, Honors Graduate, Art Center College of Design, Pasadena, CA	2000
Associate of Science in Computer Aided Drafting, Honors Graduate, ITT Technical Institute, San Bernardino, CA	1993

Relevant Work Experience

IT Support – Tasotech, Beaumont, CA	2015 – present
As a contractor, provides a full range of IT, Enterprise, and Audio-Visual support to various departments within the City of Beaumont local government. Duties include hardware installation, server maintenance, email account management, AV set-up and support for broadcasted public meetings, hardware support for police cruisers, general troubleshooting and live/remote desktop support.	

Key Selected Contributions

- Support the City of Beaumont and Beaumont Police Department with on-site desktop support since January 2015.
- Assist IT Support Lead Technician with mobile surveillance and communications for Beaumont Police Department fleet, including Digital Video Recorders, Automatic License Plate Readers, Private IP, Mobile Digital Communicators, and modems.
- Support and assist IT segment of the Beaumont Police Department dispatch upgrade, including workstation deployment, coordinating with cabling vendor for network segment installation.
- Perform weekly citywide server audits for the prevention of hardware or network failures within city-owned data center sites, including Beaumont Community Recreation Center, Beaumont Police Department, Beaumont City Hall, and Beaumont City Hall IT/Transit Offices.
- Assist city vendors to resolve hardware and software problems on behalf of clients.

Jerry P. Magaña

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Information Systems and GIS

Innovative and results-driven professional with experience in identifying, analyzing, and solving complex problems with a proven ability to deliver results, substantial productivity, and quality improvements through the use of IT Desktop Support techniques and Geographic Information System technologies and applications.

Areas of Proficiency in GIS

- SQL and Boolean Logic querying
- Arc Toolbox (eg: map algebra, spatial statistics, geocoding, etc.)
- Understanding types of geodatabases (personal, file, and enterprise)
- Working within data and layout views
- Updating and editing attributes (spatial and nonspatial)
- Map labeling and annotations
- GIS project planning and execution
- Creating address locators
- Understanding feature classes and layers
- Creating and editing point, line, and polygon features
- Working with and understanding geographic and projected coordinate systems.
- Rubbersheeting / Georeferencing
- Authoring noncomplex geoprocessing Python scripts
- Cartography (exporting map layouts, scale creation and usage, symbology, etc.)
- Understanding of map projections and datums
- Understanding of GIS analysis process
- Working with common analysis tools
- Principals and applications of Web GIS
- Geocoding and ModelBuilder
- Creating network datasets

Educational GIS Projects and Highlights

- Published map a service in a simulated Emergency Operations Center scenario for field data collection and dashboard projection for the City of Corona, California using ESRI ArcGIS for iOS and ArcMAP v. 10.2.
- Final GIS project was to study patterns of obesity within Boston, Massachusetts and the relationship to clusters of fast food restaurants, convenience, and grocery stores using ArcMAP v. 10.2 and ArcToolbox Spatial Statistics tools.

Education

Masters of Science Geographic Information Systems, California State University, Long Beach, CA	2016 (expected)
Geographic Information Systems Professional Certificate, UC Riverside Extension, Riverside, CA	2014
Bachelor of Fine Arts in Cinema Studies, Honors Graduate, Art Center College of Design, Pasadena, CA	2000
Associate of Science in Computer Aided Drafting, Honors Graduate, ITT Technical Institute, San Bernardino, CA	1993

Relevant Work Experience

IT Support – TasoTech, Beaumont, CA

2015 – present

As a contractor, provides a full range of IT, Enterprise, and Audio-Visual support to various departments within the City of Beaumont local government. Duties include hardware installation, server maintenance, email account management, AV set-up and support for broadcasted public meetings, hardware support for police cruisers, general troubleshooting and live/remote desktop support.

Key Selected Contributions

- Support the City of Beaumont and Beaumont Police Department with on-site desktop support since January 2015.
- Assist IT Support Lead Technician with mobile surveillance and communications for Beaumont Police Department fleet, including Digital Video Recorders, Automatic License Plate Readers, Private IP, Mobile Digital Communicators, and modems.
- Support and assist IT segment of the Beaumont Police Department dispatch upgrade, including workstation deployment, coordinating with cabling vendor for network segment installation.
- Perform weekly citywide server audits for the prevention of hardware or network failures within city-owned data center sites, including Beaumont Community Recreation Center, Beaumont Police Department, Beaumont City Hall, and Beaumont City Hall IT/Transit Offices.
- Assist city vendors to resolve hardware and software problems on behalf of clients.

System Operations – TransCore, Irvine, CA**2010 to 2014**

Investigates and resolves performance issues related to day-to-day system operations of Orange County "The Toll Roads" traffic management center demonstrating strong diagnostic and troubleshooting skills across multiple platforms.

Key Selected Contributions

- Network, software, and hardware problem diagnosis; troubleshooting, remote resolution, and support for toll operations, revenue collections, and violation enforcement personnel.
- Optimized systems performance and quality control; responded to and troubleshoot system hardware/software error messages, and network configurations; local and remote resolution support.
- Played key role in restructuring and facilitating project-wide communications for all levels of management to improve responsiveness and customer satisfaction.

Additional Work Experience**Independent Contract Work in Entertainment Production Management – Los Angeles and Orange Counties, CA 2003 to 2010**

Managed and directed all phases of various independent film projects and documentaries. Corporate media projects include: Caltex Design Research, Inc., Toyota Motor Corporation, and Lockheed Martin, Inc.

Selected Contributions

- Collaborated with directors, clients, and agencies to ensure that agreed to concepts were fully captured and delivered during production and post-production processes.
- Direct supervision of large production crews (40 or more persons, per crew) consisting of creative professionals.
- Created comprehensive production manual of guidelines and instructions, including staffing, check requests, petty cash summaries, contract negotiations, cost reports, payroll, expense reimbursements, and scheduling.
- Wrote engaging and entertaining concepts, pitches and treatments for corporate marketing presentations.
- Coordinated all aspects of Post Production and Visual Effects Production for high profile television and motion picture projects, including: contracts, staff, equipment, caterers, transportation, on-site management and shooting schedule, budget and resource management.

Engineering and Fabrication Coordination – Los Angeles and Riverside Counties, CA**1993 to 2004**

- As a computer-aided drafter for Fleetwood Enterprises' recreational vehicles division, duties included using Linux based AutoCAD workstations to provide bill of materials and production drawings for manufacturing plants. Built and maintained production design books and drawing libraries; provided standardized design drawings ranging from sub-floor plans to structural drawings for Fleetwood brand production 'Class-A' model recreational vehicles.
- As a Fabrication Coordinator for Johnson Fire Supply, was responsible for customer sales calls and fulfilling customer orders for projects. Coordinated, estimated, and arranged for the sub-contracting and transportation of fully fabricated fire suppression systems for area contractors. Full product sales knowledge of sprinkler systems, fittings, valves, pipe and ancillary components for residential, commercial, and industrial construction projects.

Technical Skills

Highly proficient with: MS Office (Word, Outlook, etc.) • FireFox • Safari • Internet Explorer • Adobe Acrobat • Adobe Reader • Linux • VMware Fusion • Windows • Apple OS • Apple iOS • Apple and Google Maps • ArcGIS Desktop (ArcMAP v. 10.2, 10.3) • PowerPoint • Microsoft Project

Familiar with: Excel • ArcGIS Pro • Access • SharePoint • PythonWin • AutoCAD • ArcGIS Server • Adobe CS6 Creative Suite • ArcGIS Dashboard • Web Application Builder • ERDAS Imagine • Exchange 2003-2013 • Cyrus Computer-Aided Dispatching (CAD) and Records Management System (RMS) • TylerTech Incode • HDL Business License • Laserfiche • Chameleon • Microsoft Dynamics Great Plains • Fleetmate • ScheduleView • Panasonic Arbitrator • L-3 Mobile-Vision PatrolScout and Flashback • Telestaff • Dameware • VNC • Acronis True Image and Backup • Kaspersky Security Center • Microsoft Visio

References (Available Upon Request)