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document their efficacy to support existing and/or reengineered ñTo-Beò Processes. Developed and maintained Project Management Plans and schedules to support the specific BPR efforts.

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Managed multiple projects related to the successful deployment of Surface Deployment and Distribution Command (SDDC) initiatives with a cost savings/avoidance of over $ 3.5 million dollars annually. Developed key Program metrics and provided management evaluations on the efficiency and effectiveness of SDDCôs projects and processes. Provided project champions with life cycle cost analyses of Lean Six Sigma (LSS) projects. Managed approximately twenty five Process Improvement Projects annually involving transportation, technology, logistics, research, maintenance, and operations with an on-time completion rate of 99.6%. Displayed ability to manage large projects similar in scope to ROA by receiving HQ SDDC. Efficiently and effectively managing the Department of Defense Global Privately Own Vehicle Shipping and Storage Program at an annual cost of over $254 million dollars with a 99% customer satisfaction rate.

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Managed the Department of Defenseôs Global Privately Owned Vehicle POV Contract (GPC) totaling $285 Million dollars annually. Directly supervised a Contracting Officer Representative staff of 11 employees with oversight of 32 locations worldwide. Collaborated with the Department of Army, Department of Navy, and Department of the Air Force, Coast Guard, and the Department of State to manage the Global POV Contract for the Department of Defense. Led a Lean Six Sigma Black Belt project which identified various economic inefficiencies related to the shipment of privately owned vehicles (POV). The Lean Six Sigma project saved the DOD over $1.4 Million dollars in the first year of implementation and a projected total of $27 Million from FY11 through FY 17.

- Successfully managed the Department of Defense Global POV Contract with an annual budget of $285 Million Dollars
- Streamlined processes and developed ñQuality Excellenceò metrics
- Designed and Implemented lean processes to achieve key strategic program milestones
- Negotiated Memorandums of Agreements (MOA) with the Department of State
- Performed oversight and quality assurance for contract compliance
- Developed Performance of Work Statements (PWS)
- Developed Budget Requirement for Contract Operations
- Identified and Developed key metrics for evaluating contractorsô performance

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Developed USAF logistics management operations that involved planning, coordinating, and evaluating the logistical actions for CONUS and OCUNUS movement of materials, goods and equipment via the ocean, rails, and highway systems. Responsible for knowledge of logistics, transportation, and supply program management with expertise in inter modal transportation, water port operations, supply activities, traffic management functions, installation activities, combined arms functions, and general Department of Defense Transportation operations. Managed compliance and application of pertinent fiscal laws, Federal Acquisition Regulations, policies and precedent required planning, scheduling and overseeing equipment, property and contract services. Developed and conducted program evaluations for expenditures and oversight for several logistics missions.

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MPPA, Public Policy & Administration, Mississippi State University ï Starkville, MS
BA, Political Science, Mississippi State University ï Starkville, MS
Certified Six Sigma Master Black Belt ĭ Certified Six Sigma Black Belt
Former Federal Certified Contracting Officer Representative
Federal Contracting and Acquisition courses
Project Management Professional Training

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Headquarters (Military) Surface Deployment & Distribution Command
Deputy Chief of Staff for Personal Property (SDPP-PA)
Scott Air Force Base, IL 62225
Email: craig.mckinley@us.army.mil
Telephone: (618) 220-5477

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Clyde has over 13 years of experience in Data Management with Hilton Worldwide. He was responsible for implementing world - wide hotel policies and procedures, using customized software to maintain data of agents, attendance, audits, statistics, and hotel scores. He also managed confidential data through H&R Blockôs tax systems in order to relay the information to the Internal Revenue Service.

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Clyde began at Hilton Worldwide Headquarters as a Responsible booking agent making hotel reservation for guest and Hilton Honors members around the world, giving and receiving info about the hotel and locations. He was promoted to management and was responsible for working on a team to implement policies and procedures as well as methods to make reservations for Hilton Worldwide. He managed a database in which his responsibilities included, completed statistics of agents, inputting and reviewing resumes, contacting potential candidates, admini A ɹ ɑ p מ כ A ɹ φ ˛ Q ® ъ ɹ я ʼ

LaVerne Love
Email: lavernelove2@gmail.com
708-706-9688

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negotiated satisfactory settlements with providers, opened and closed cases according to firm criteria, trained new hires, developed a data management system in order to relay client information more efficiently to the litigation team, and managed a case load of over 950 cases. Acted as sole paralegal/personal assistant who assisted the managing attorney with bankruptcy hearings, personal injury trials, 341 meeting of creditors, corresponded with outside counsel, managed attorney calendar,

Life Insurance Agent, Texas
Business Ownership Certification

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Ben C. Martin
Email: bmartin@bencmartin.com
Phone: 214-761-6614

Landi Spearman
Email: landispearman@gmail.com
Phone: 832-439-0784

Tayari Garrett, Esq.
Email: m.tayari@tayarilaw.com
Phone: 877-829-2740

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Diploma, May 1980
National Honor Society

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Matthew B. E. Hughes

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Bachelor of Divinity in Divinity

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Adrian has over 23 years of experience as an IT expert providing direction on IT infrastructure systems, design, upgrades, modifications and installation. He serves as a technical subject matter expert and point of contact concerning all Information Technology and computer/network issues. Adrianôs current assignments include comprehensive incident support for customers remotely, including rapid problem resolution followed by root cause analysis with a focus on proactive prevention and knowledge transfer. He develops and implements Standard Operating Procedures, Work Instructions, and training plans. Adrian has solid experience in risk and health assessments on customer environments using toolsets and governance interviews to review customerôs product configuration and assess possible risk in their management and operations. His technical qualifications include troubleshooting technical, operational, and customer service problems and taking corrective action to resolve issues. As a Network Engineer,

and health assessments on customer environments, using toolsets and governance interviews to review customersô product configuration and assess possible risks in their management and operations.

In depth knowledge and technical proficiency in 2003/2008/2012 Server ,TCP/IP protocol stack and other network protocols such as: SSL, DNS, Branch Caching, BITS,DHCP,SMTP,802.1x,RADIUS,NLB,LBFO,Windows Firewall, Direct Acces,VPN,IPV4,IPV6,SMB,IPSEC,Kyberos, and other related areas with troubleshooting at the expert level with large network environments. Provide technical analysis of network traces via NETSH, Wireshark, Message analyzer, and Netmon.

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Perform analysis and diagnosis of highly complex networking problems
Act as a technical expert with other team members, as well as with other Cisco worldwide teams Build simulated networks to resolve problems and compatibility issues, and perform an analysis of network designs Design and document large scale wired and/or wireless networks (including 802.11 wireless environments) and supporting infrastructure. Troubleshoot network connectivity issues and outages in a wired (802.3) and wireless (802.11) TCP/IP network Installation, configuration, and management of all network components and technology Day-to-day operations of a highly available network, consisting of Cisco routers, switches,F5 load balancers, and VPN Provide improvement opportunities and recommendations in solutions and products Keep up-to-date with the latest technology products, to provide high-quality support in current and future services Lead and execute projects with minimal supervision Lead and manage subcontractors on job sites as required Identify when external resources are required to complete assigned tasks Proven ability to document technical information for training, technical operations run books, and knowledge objects Customer-interaction and architectural interaction. Good analytic process to resolve any issue, and synthesize complexities into clear communications and action plans. Good business judgment, a comfortable, open communication style, and a willingness and ability to work with teams. Ability to use and contribute to the knowledge base of solutions and techniques, and shift from theoretical to pragmatic

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Provided all levels of technology service desk support to all users and locations; including support of computer hardware, software, printers, network, and telephony issues.
Filled out service requests and incidents in a manner congruent with our service level agreements via

Provide day to day computer hardware and software support. Create and disable security groups, and distribution groups. Support 110 Dallas based employees and 200 remote employees located in 30+ states. Create user network names and passwords in Active Directory as well as reset passwords.
Set up outlook email accounts for internal and remote employees. Install desk phones and setup and assign the phone numbers. Create fax numbers for internal and remote employees and troubleshoot when issues arise. Create images for all desktops and laptops. Set up desktops and laptops for internal and remote employees. Troubleshoot desktop and laptop hardware issues.
Install and provide support for all desktop software such as Doc-link,Mas90,Pint,Tangier,MS office 2007-2012,SQL,VPNconnections, etc. Cell phone configuration and set-up for remote employees and internal employees. Make sure all printers are working properly and if not call in for repair.
Manage the data and phone drops.

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Provide day to day computer hardware and software support at the billing and corporate office.

Manage and deploy software and hardware assets to Remote users, Billing users and other corporate field employees. I am the primary Site Tech for the Billing office. I provide fulltime onsite IT support to 200-250 Billing Reps, Directors, VPôs and Executives. Manage hardware inventory, software licenses, and coordinate with third party vendor to order requested hardware and software for the department. Setup end users computers and laptops, including but not limited to: new installations, memory upgrades, computer repair, network printing setup, mapping network drives

MySQL, Apache Tomcat, Apache HTTP Server, PHP, VMware vSphere, VMware vCenter, VMware vCloud, Virtualization, Cloud Computing

&25(&203(7(1&,(6 Enterprise management; system patching management; network administration; asset accountability; life cycle replacement; help desk support; software licensing; networks; fiber optics; configuration management; computer security policies; information processing standards. Knowledgeable of network operations, configurations, network protocols and infrastructure. Cisco routers, Cisco switches, Adtran routers, Adtran Blue Soc =ʻ

Email: v-2jeth@microsoft.com
Phone: (214) 837-4563

Cisco
Wayne McCloud: Customer Solution Manager
Email: wayne@mvestco.com
Phone: (832) 508-4224

FleetPride
Matt Perry: Service Desk Supervisor
Email: Matt.Perry@fleetpride.com
Phone: (817) 726-7581

PSR
Vu Ngyuen: Network Manager
Email: vugyuen@psrinc.net
Phone: (214) 538-2130

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Wayne is an experienced Customer Solutions Consultant with significant expertise in the IT industry including in virtualization architectures - cloud computing, VMware hypervisor infrastructure, Cisco UCS product portfolio / NEXUS, virtual machine deployment, high availability and data center robustness. Exceptional skills as a strategic focused, and business oriented Information Management Systems and Project Management professional with diverse knowledge of developing, maintaining, organizing and implementing various software and information system. Wayneôs current responsibilities included administering full life cycle contract and subcontract management, including pre-award, post-award and closeout activities. Direct actual against forecast reports to owner detailing budgets, timeline and scope. Single point of contact while successfully delivering regional projects in a fast-paced, high functioning environment.

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Created, revised and documented back-end business processes used to load patient and physician data into Cisco Patient Connect databases.
Develop processes and procedures for data mapping, compliance and statement validation.
Created specialized reports in Jasper Reports to report summarized data for Parkland Memorial Hospital.
Used Unix terminal along with VI editor to manipulate files and to execute batch processes/scripts manually.
Analyzed and summarized patient satisfaction survey data and produce yearly reports.
Supported network connectivity and file sharing using Active Directory.
Involved in understanding of data extraction, which involves Online Transfer Processing (OLTP) system and centralized database server. Generated weekly and quarterly Metrics to track trends, changes in business climate, and statistical variances. Ensured provision of appropriate analytical support and outcome recommendations for key partners in the business and provided effective project management and delivery of analytics projects. Directed global rollouts of Cisco Remote Expert Solution and Systems for clients including Home Depot, PNC Bank, Comerica Bank, Key Bank. Led design and

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ISA, Inc
Jamal Forss President of the company
Email: jamal@ISAUS.net
404.691.0058

Vito Amato Engament Manager
Email: vito.amato@cisco.com
602.617.4914

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The purpose of the document is to outline Moore Financial Services Quality Management approach, Quality Assurance requirements and processes, & Quality Control approach and actions to support the requirements of the Independent Compliance Auditor to assess and report on Herbalifeôs compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment (ñOrderò). Signed by the Hon. Beverly Reid OôConnell, United States District Judge, Central District of California, on July 25, 2016

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- On Budget Delivery (strive for zero cost variance)
- High customer satisfaction (Beat customer satisfaction SLAs required by a project)
- Continuous Process Improvement (Measure and Optimize delivery processes)

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These are the sequence of activities or procedures to perform certain task. (For example: Project planning). Each of these process are outlined with the input to the process, entry criteria, activities performed, output from the process, and exit criteria etc., These processes are appropriately named for easy retrieval and usage by the intended users. Each of these procedures calls for the respective template, forms, guidelines and checklists as appropriate, in the context.

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The specific quality processes that would be applicable to this project are:

- Contract Management Process (CMR)
- Customer Management Process (Business Relations)
- Service Delivery Process (Project Management/Product Delivery/Service Delivery)

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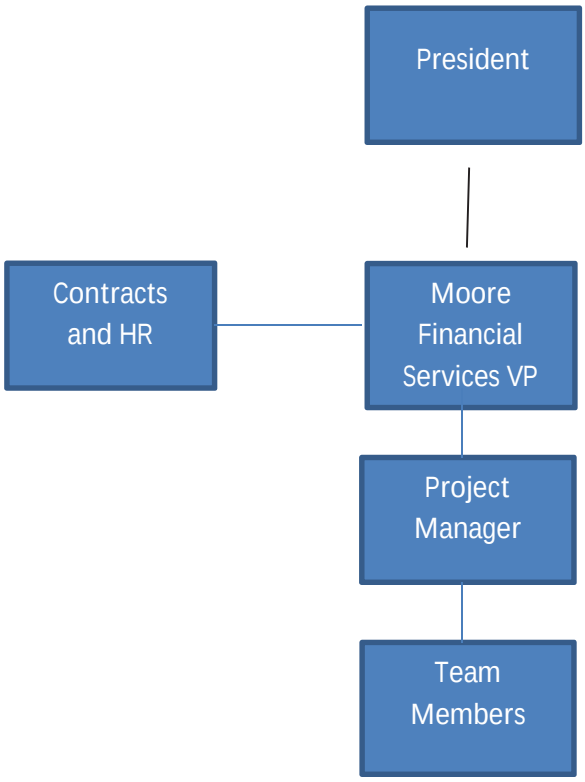
Moore Financial Servicesô senior management team is involved in the implementation of the companyôs quality policy. Moore Financial Servicesô executive management team also allocates resources that are necessary for the successful implementation of the quality policy and ensure commitment to Quality.

Moore Financial Service] † ® þ ®] T ! l sô א Į n א y



Moore Financial Servicesô Project Manager is custodian of individual quality planning, assurance and control. Each Project or Program Manager has the authority to initiate quality related actions including:

- Collect quality metrics and maintain as required by specific customer requirements.
- Implement corrective procedures to prevent product and process quality non-conformance.
- Verify that implementation of procedures have fixed the quality problem.
- Issue stop work order to ensure continuing quality requirements compliance.
- Serve as the customer liaison for quality related matters to ensure quality product delivery and customer satisfaction.
- Serve as the liaison for the project/program for Senior Management for quality.
- Approval authority on acceptance of quality in deliverables from the team members.

Moore Financial Services executive management is finally responsible for delivery of quality products and services that meet or exceed customerôs expectations and contractual requirements.

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Moore Financial Servicesô executive management and line managem

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Moore Financial Services will implement strong contract management processes that ensure contract management performance requirements are addressed with high quality. The quality metrics tracked and controlled for this process include:

- Time Records Metrics
- Contract Communication
- Contract Amendments
- Contract Statutory Requirements
- Special Contract Reporting Requirements

Moore Financial Servicesô Owner reviews customer contract related quality metrics with the team on a monthly basis to ensure compliance. The action owner, Moore Financial Services PM on quality issues with contract management process is Moore Financial Servicesô Manager.

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Moore Financial Services will use customer satisfaction as the key metric in determining that quality deliverables are being delivered to the customer conforming to the contract requirements. Moore Financial Services will be utilizing the monthly meetings with the COR to capture feedback on quality and timeliness of deliverables produced. Each deliverable will be formalized in the Deliverable Acceptance Form that is signed-off by the COR. Moore Financial Services will also collect metrics on Request for Information (RFI) from the Government to ensure it conforms to the requirements specified in the Performance Requirements Summary. Moore Financial Services will be collecting information from the Government Contracting Officer and/or Contracting Officer Representative to compile this metric. Specific steps for Quality Assurance with reg f Qub m ` U l n ɹ m x Mab ʼ ! M

Assurance process namely Component Testing, Functional Verifica

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The Moore Financial Services manager assigned to the CBE Support Project is responsible for the execution of the plan and the overall success of the plan. The project personnel reporting to the Moore Financial Services manager are responsible for the quality of the deliverables outlined in the PWS governing the project. Moore Financial Services Senior Management will be involved in working with the Moore Financial Services manager to review and approve the quality of the deliverables.

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Moore Financial Services senior management and the Moore Financial Services PM will review the metrics outlined in the Quality Assurance Plan associated with this Quality Control Plan. Moore Financial Services PM assigned to Support Project will email details on the specific metrics to the Senior Management teamUALIT ţ ement

Project Management Approach

The Moore Financial Services Team will leverage PMI È PMBOK Compliant Project Management processes to ensure smooth execution of the Independent Auditor tasks. The Moore Financial Services Team will utilize the following high level approach consistent with the PMI È PMBOK to achieve the aforementioned objectives.

- Initiate
- Plan
- Execute
- Monitor and Control
- Close Out

Project Management Philosophy

The single most critical item that has been identified time after time that affects the success or failure of a project or program is communication, particularly between the customer and the Program / Project Leadership and between leadership and the peo

RISK	MITIGATION STRATEGY
	project team will have the ability to leverage these resources as required.
Resource Attrition during the execution of the project.	Collectively Moore Financial Services Team has over 20 years of experience supporting audit compliances and project management. Moore Financial Services traditionally has very low attrition rate, less than 5%, due to our employee focus, team culture and comprehensive benefit package. If there is attrition during

and the KO by presenting information about staffing levels required to successfully execute the Independent Auditor on the additional DBS and make necessary contractual and PMP changes.

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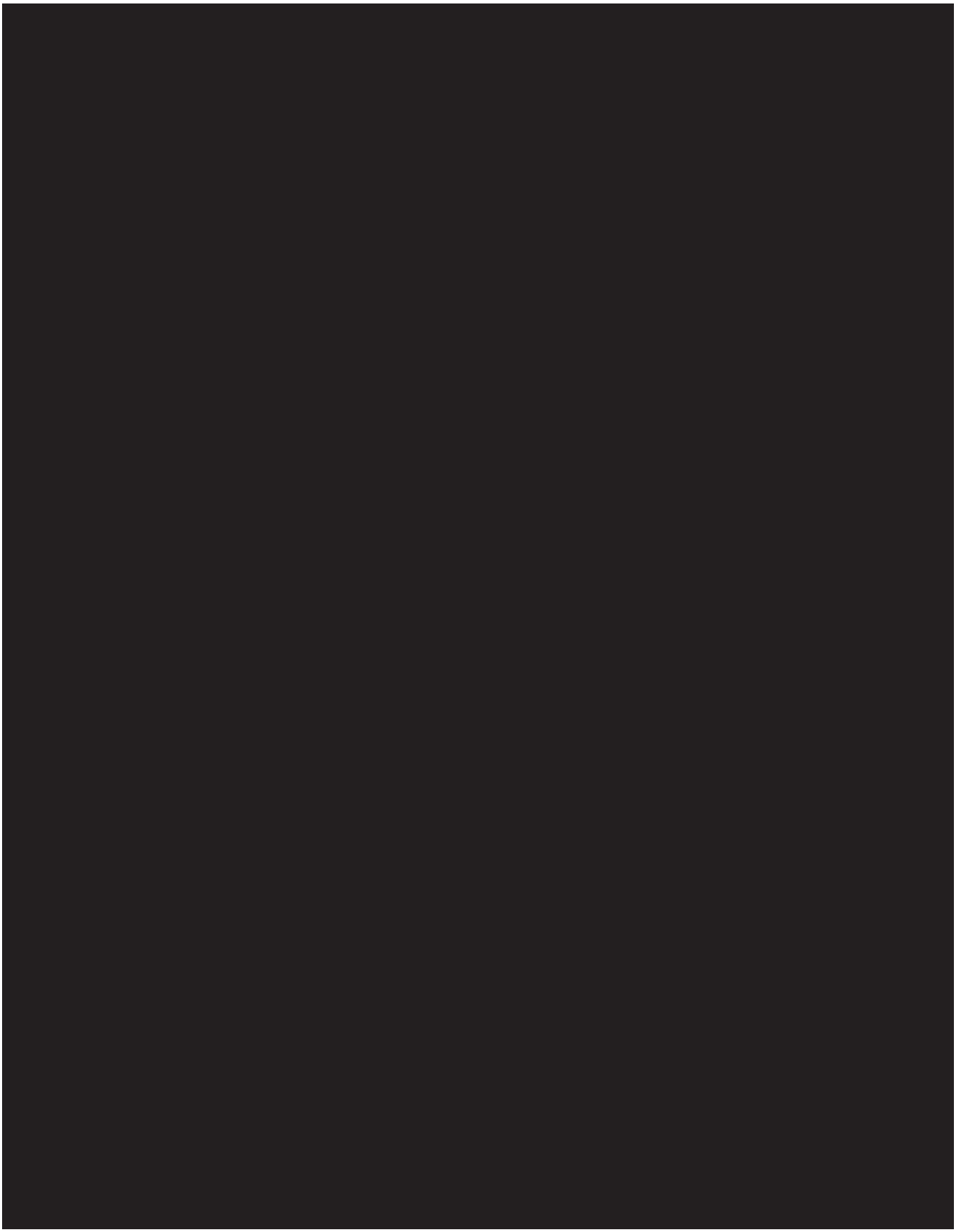
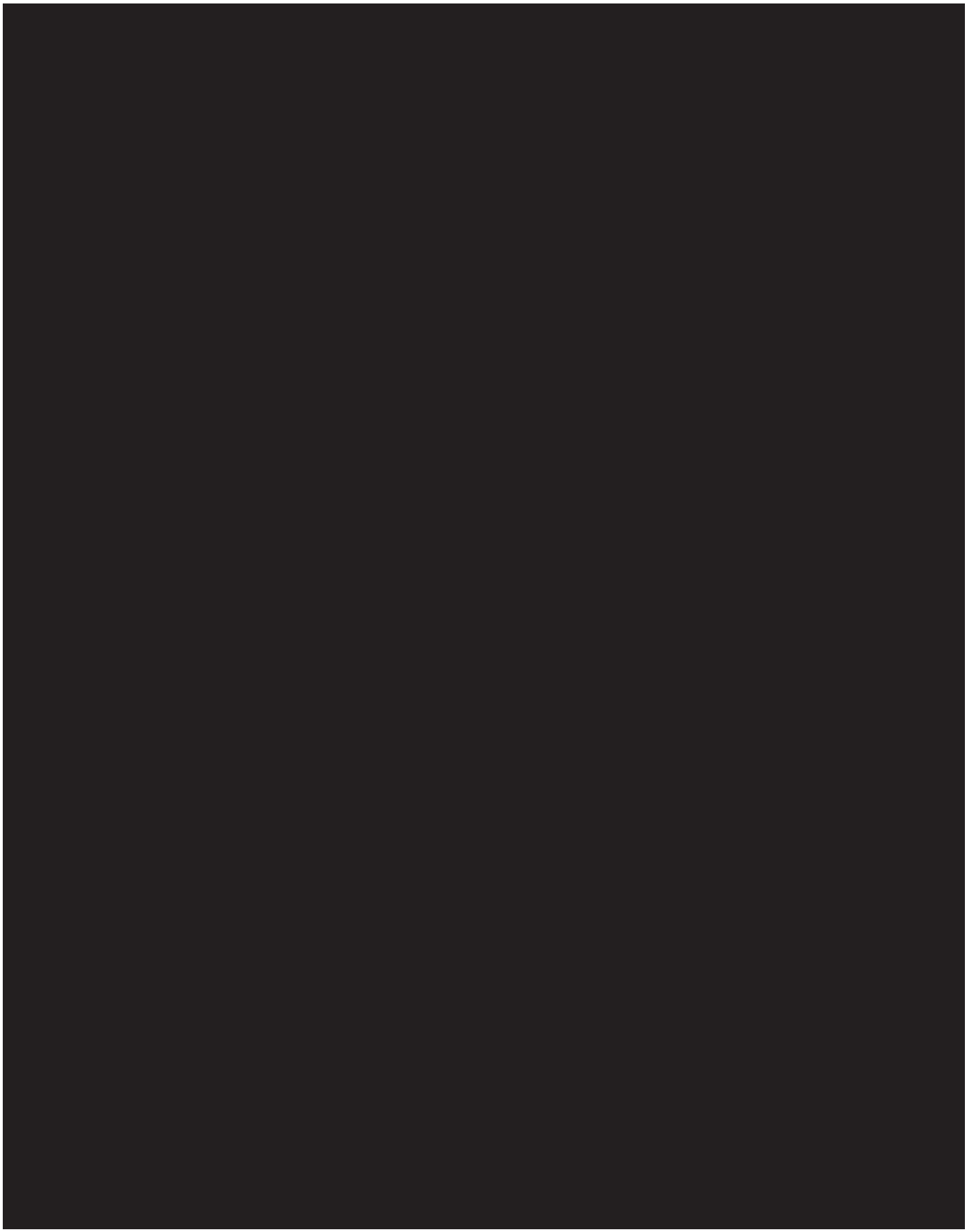
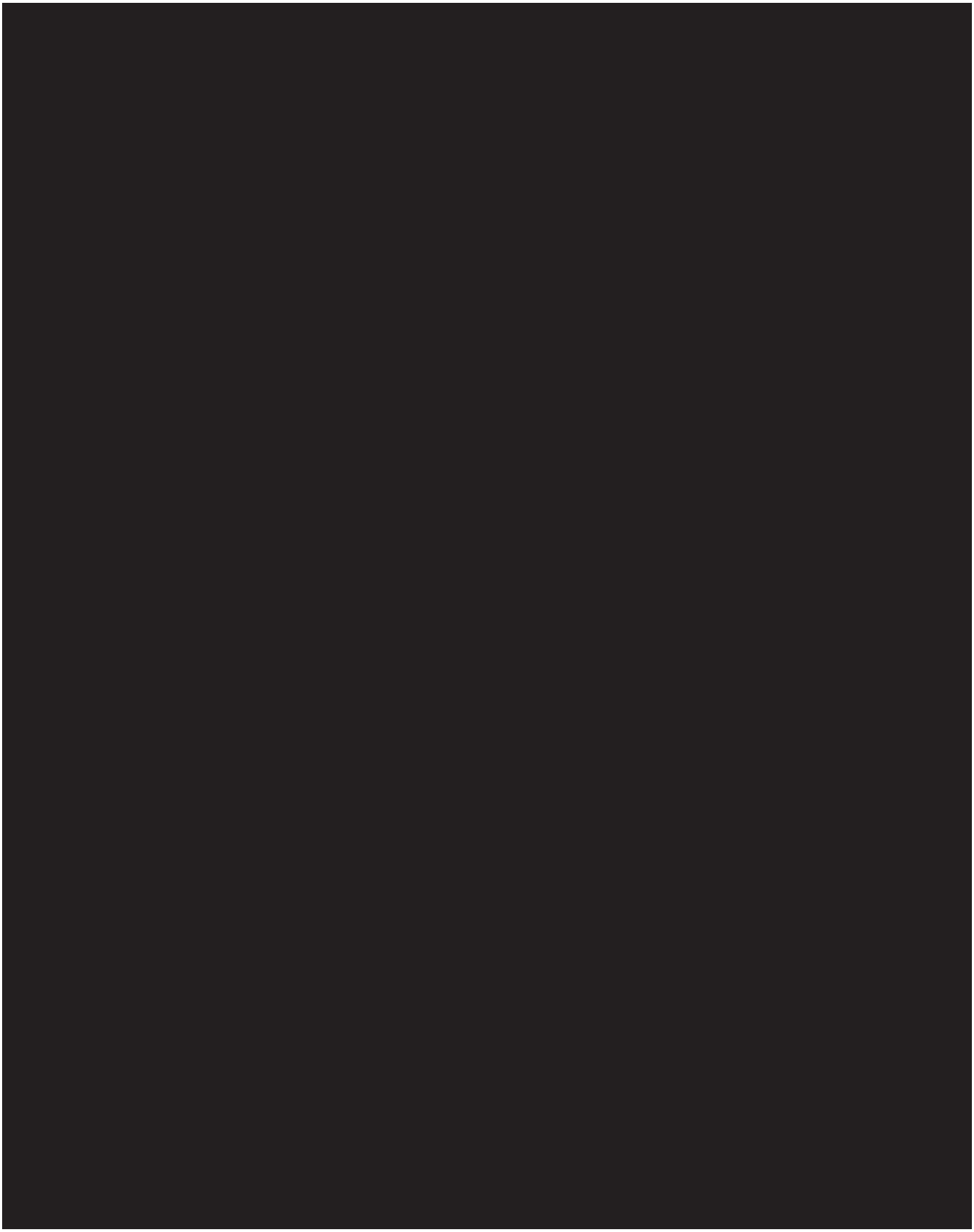
There is no conflict of interest or bias with Moore Financial Services being appointed as an Independent Auditor to assess and report on Herbalifeôs compliance with and implementation of a judicially-enforceable Stipulated Order for Permanent Injunction and Monetary Judgment (ñOrderò) signed by the Hon. Beverly Reid OôConnell, United States District Judge, Central District of California, on July 25, 2016.

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