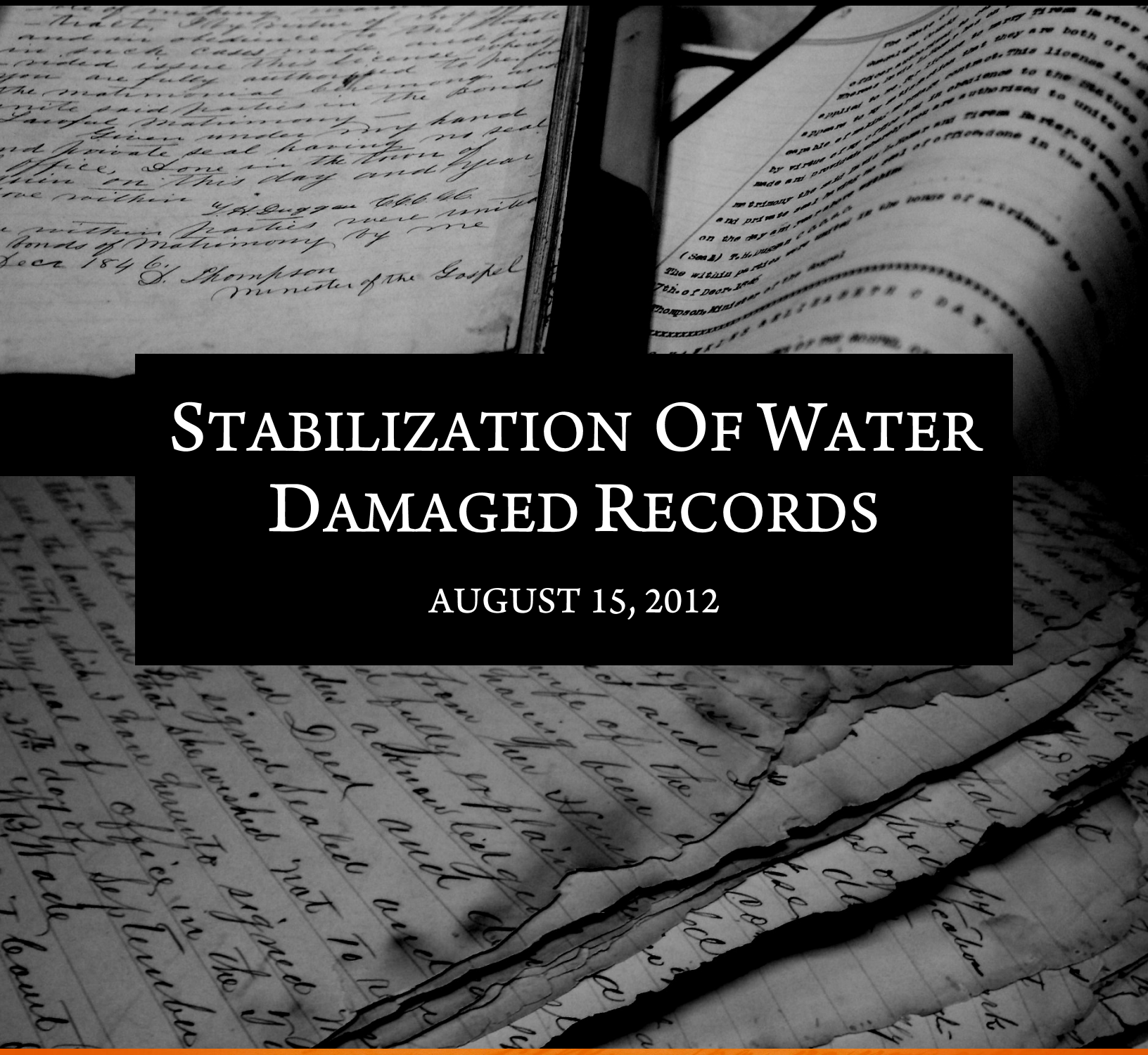
COLLIN COUNTY CLERK
HONORABLE STACEY KEMP
2300 Bloomdale Road, Suite 2104, McKinney, TX 75071



STABILIZATION OF WATER DAMAGED RECORDS

AUGUST 15, 2012

KOFILE PRESERVATION
6300 Cedar Springs Rd, Dallas, TX 75235
P: 214.351.4800 F: 214.442.6669
www.kofile.us

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PROJECT UNDERSTANDING

Records document and verify—their survival is essential to protecting life, liberty, and property. Records custodians are faced with an insurmountable task—the responsibility to ensure the physical protection of collections and maintain access to the vital permanent data. Even if the records are in a fragile state, extremely brittle, and lacking digitized security copies, public access is a necessity. Historical papers are revisited for property and genealogy searches.

Many factors threaten the permanence of our nation's historical legacy. Records are composed of organic materials, such as paper, cloth, leather, paste, and glue. These components are hygroscopic (readily absorbing and releasing moisture). Unmonitored environmental conditions will compromise the life span of a historical record. Also, records deteriorate as handling damages bindings and pages, and acidic inks (such as the iron gall ink) "eat through" paper, and improper storage methods do their worst. Another factor is the historical wood pulp paper-making process, as it introduced bleaching agents or acidic-sizing agents to achieve brightness. Now, years and decades later, the bright white is replaced by acidic dull yellows. These properties encase the handwritten and typed data in an acidic ticking bomb.

KOFILE Preservation is the answer for the county and municipal governments with records of enduring value. KOFILE Preservation is the result of a merger of two industry leaders—Louisiana Binding Service, Inc. (LBS) and Brown's River Marotti Company (BRM). We may be moving forward with a new name, but familiar faces remain, still providing the best possible service.

With this merger, we employ the most highly trained staff available with any vendor. We still pride ourselves on our workmanship and knowledge. Keeping abreast of new technologies and discoveries in the fields of paper chemistry and preservation science is an ongoing endeavor at KOFILE Preservation.

As our references document, KOFILE Preservation establishes enduring professional relationships with customers. We remain loyal to each project. We pride ourselves on excellent customer service and continued devotion to serving the public good.

All work performed at KOFILE Preservation is held to the highest possible standard of workmanship and quality. This project's final product will be one that both the Collin County Clerk and KOFILE Preservation will be proud to reference.

Records Assessment

Statement of Condition

Records for stabilization include 83 boxes of Probate Records under the custody of the Collin County Clerk. These boxed files received water damage with ranges from partial to full water saturation. A portion of these boxes contain historical sheets. Without immediate attention, mold will have free reign. According to "A Brief Guide to Mold in the Workplace," Occupational Safety and Health Act (OSHA), mold exposes building occupants to repository health issues. With immediate stabilization, the records can still convey significant information without future threat of mold growth and remediation costs.

STABILIZATION PROCEDURES

PROJECT APPROACH

SERVICE OPTION ONE:
All boxes will be dried and stabilized. However, depending on the age and content of the record, not all boxes will receive the same level of service. Upon receipt, the records will be inventoried. This inventory will be reconciled with the inventory prepared by the Collin County Clerk's Office.

QUANTITY OF BOXES **LEVEL OF SERVICE/DESCRIPTION**

8 **Stabilization, drying, cleaning, deacidification, imaging, return in archival housing.**
These boxes contain historical sheets. These boxes are saturated. These records will be dried and stabilized. This removes or lowers the water content of the paper. If required, dead mold spores are removed from the sheet with an ozone treatment. This is accomplished with a dry wash by a specially treated chemical sponge. After surface cleaning, each sheet is flattened and imaged. Then, sheets are deacidified. Sheets are cased in acid-free folders, and housed for return in an archival box. Each is labeled as to its contents. Imaging services include document preparation, batching, and scanning, while adhering to strict quality control policies. The images will be prepared for loading on to the Odyssey system. In the pricing section, we are also including the option to create archival microfilm from the scanned images. This service also includes:

- Image Capture & Processing
- Zonal Image Enhancements
- Deskew
- Despeckle
- Border Removal
- Page Validation
- Image Splitting
- Image Annotations

20 **Stabilization, drying, imaging, and return in original housing.**
These boxes are partially wet and hold 37% humidity. To dry, they will be held 65 degrees F, until the humidity reaches 7%. These records will return in their original folders and boxes. Imaging services include document preparation, batching, and scanning, while adhering to strict quality control policies. The images will be prepared for loading on to the Odyssey system. In the pricing section, we are also including the option to create archival microfilm from the scanned images. This service also includes:

- Image Capture & Processing
- Zonal Image Enhancements
- Deskew
- Despeckle
- Border Removal
- Page Validation
- Image Splitting
- Image Annotations

55 **Stabilization and drying.**
These boxes are partially wet and hold 37% humidity. To dry, they will be held 65 degrees F, until the humidity reaches 7%. These records will return in their original folders and boxes.

SERVICE OPTION TWO:
All boxes will be dried and stabilized. However, depending on the age and content of the record, not all boxes will receive the same level of service. Upon receipt, the records will be inventoried. This inventory will be reconciled with the inventory prepared by the Collin County Clerk's Office.

QUANTITY OF BOXES **LEVEL OF SERVICE/DESCRIPTION**

8 **Stabilization, drying, cleaning, deacidification, imaging, return in archival housing.**
These boxes contain historical sheets. These boxes are saturated. These records will be dried and stabilized. This removes or lowers the water content of the paper. If required, dead mold spores are removed from the sheet with an ozone treatment. This is accomplished with a dry wash by a specially treated chemical sponge. After surface cleaning, each sheet is flattened and imaged. Then, sheets are deacidified. Sheets are cased in acid-free folders, and housed for return in an archival box. Each is labeled as to its contents. Imaging services include document preparation, batching, and scanning, while adhering to strict quality control policies. The images will be prepared for loading on to the Odyssey system. In the pricing section, we are also including the option to create archival microfilm from the scanned images. This service also includes:

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- Page Validation
- Image Splitting
- Image Annotations

75 **Stabilization and drying.**
These boxes are partially wet and hold 37% humidity. To dry, they will be held 65 degrees F, until the humidity reaches 7%. These records will return in their original folders and boxes.

SERVICE DELIVERY

At KOFILE Preservation, trained personnel handle documents with the utmost care. For projects with large inventories, records are transported in our secure 18-foot truck. The cargo is held in a climate-controlled environment. This vehicle boasts a 4000 lb. lift gate (moves books palletized between 2500 and 3000 lbs.—which equals 700 fully assembled binders), air suspension, and air brakes.

This truck is also equipped with several extra security features, which include back-up cameras and an anti-lock braking system. With this security system, we can monitor cargo in transit. Executives monitor location, warning signals, and environmental conditions during transport.

The Collin County records will be picked up as soon as possible. The boxes will be loaded onto pallets, and shrink wrapped on the pallets. The boxes will be stacked no more than two boxes high. They will travel directly to KOFILE Preservation.

ACCESSIBILITY OF RECORDS

Records held at KOFILE Preservation are viewed as private and confidential, and treated as such. Employees are experienced with working with public records and trained accordingly. At the client's request, a team member can e-mail or fax a copy of any requested documents in its care to the authorized personnel.

LOCATION OF WORK

KOFILE Preservation maintains the highest level of security for documents when compared to any other commercial preservation facility. Our national headquarters is located at 6300 Cedar Springs Road in Dallas, Tex. Our entire national laboratory is contained within a fire resistant brick and concrete building—which contains structural steel support members, fire rated walls, ceiling, and flooring. Each of our three vault areas are protected by secure and fire resistant vault doors.

Records are secured a Level 5 Secure vault door.

We are the only preservation company with a 24/7 manned on-site security person in combination with electronic surveillance. A state of the art security system protects the entire building.

KOFILE Preservation holds Valuable Papers Insurance coverage of $1,000,000.00 and Professional Liability Insurance (errors and omissions) of $10,000,000.00.

Vault Interior

Each vault is equipped with specialized storage devices for the housing of various media. Daily protocol requires that records removed from the vault for work are in the custody of an technician at all times.

When records are not undergoing treatment, they are immediately returned to the vault area. This includes nights, weekends, holidays, etc. Likewise, if pressing or other mechanical process is required beyond normal working hours, the process is continued in the vault area. All of our facilities are located above flood plains, and are sited in areas that are unlikely to suffer hurricane, tornado, or other cataclysmic natural disaster.

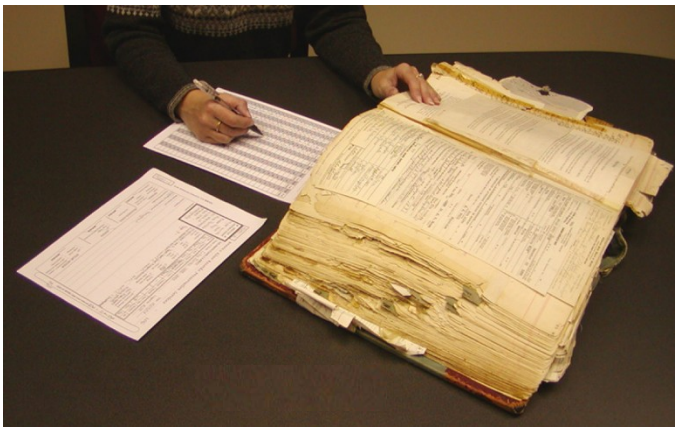
SPECIFICATIONS FOR HISTORICAL SHEETS

Due to the water damage, the historical records are initially treated in their dried state. This removes or lowers the water content of the paper. Ozone treatment kills any active and harmful mold spores. The dead mold spores need to be removed from the sheet. This is accomplished with a dry wash by a specially treated chemical sponge. After surface cleaning, each sheet is flattened and imaged. Then, sheets are deacidified and mended. Sheets are cased in acid-free folders and housed for return in an archival box.

Please note that the stabilization specifications detailed in this section are worded to provide a general concept of treatment. There are various factors to consider for each stabilization treatment process, including testing and various methods. The specific treatment cannot be determined until the individual document is in house and examined.

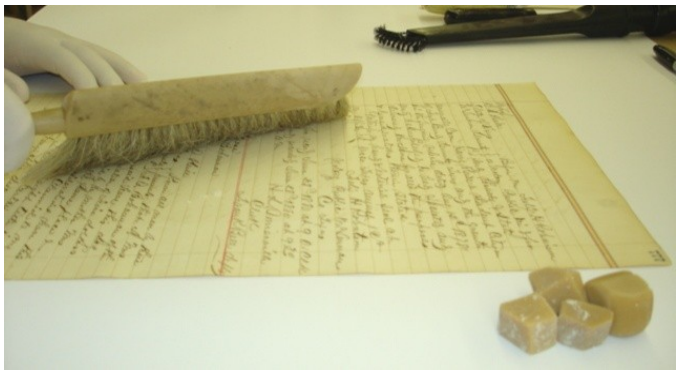
Documentation of Treatment

Upon receipt, items are assessed to document condition prior to service. Each sheet is inspected by to ensure that it receives the appropriate level of treatment. A written record is retained to record:



- Date(s) of treatment
- Name(s) of the personnel who worked on the item or held a supervisory position
- Name(s) of the technician who worked on the item
- Condition of document upon receipt
- Presence of acidic glues
- Presence of previous repairs
- Number of pages, proper pagination, and blank pages
- Presence of pressure sensitive material
- Presence of staples, paper clips, brads, etc.
- Identity of certificates/records (manuscript, Photostat, typed, etc.)
- Notation of original lettering on spine and covers
- Loose pages or attachments
- Special characteristics
- Any other information pertinent to the identification of the file

Please note that this is not a conservation treatment report disclaimer.



A soft dusting brush aids in surface cleaning.

Museum Vacuum

Surface Cleaning

To improve the document's appearance, superficial grime is removed with a soft dusting brush. A microspatula is used to coax insect deposits from the sheet. At times, a latex sponge, powdered vinyl eraser, or soft block eraser is used.

Surface cleaning is a generic term for the removal of materials deposited on book pages/documents. This includes dust, soot, airborne particulate, sedimentation from water damage, mold/mildew residue, active micro-organic growth, insect detritus, or even biological or mineral contaminants. All have serious consequences during long-term storage.

Cleaning methods vary and range in degree of simplicity. More elaborate systems require isolation, filtration, and personal protection. Removing mold growth requires the use of a museum vacuum aspirator. Fragile materials may require vacuuming through a fine mesh screen overlay to prevent further damage. However, while treatments can kill mold or bacteria, it is often impossible to eliminate stains from either. Chemical treatments are only used when mold is embedded into the paper fiber—and only in extreme cases.

Flattening and Humidification

Improperly stored, papers become inflexible over time. They retain a memory of the storage position (known as "Hysteresis"), which leads to problems when imaging. Ultrasonic Humidification Treatment corrects folds and bends, see above. Then, documents dry between acid-free blotters. Careful monitoring eliminates bleeding ink and mold or fungus growth.

Deacidification

The application of magnesium oxide deacidifies (neutralizes acid inks and paper) each side of each sheet. Deacidification is only performed after careful pH and compatibility testing.

Aqueous Treatment (immersion) is used when inks are highly stable, see left. Generally, this method is reserved for 17th and 18th Century manuscripts.

The commercially prepared solution is applied with compressed air sprayer equipment, see pictured below. It is non-flammable and non-toxic. The active ingredient, magnesium oxide, neutralizes acid and provides an alkaline reserve. This chemical is inert and safe, and does not degrade the sheet. Once the buffer is applied, the paper's pH is slowly altered.

KOFILE Preservation is equipped with multiple custom-built spray exhaust booths. All are routed through an HVAC system for optimum performance.

After deacidification, random testing ensures an 8.5 pH with a deviation of no more than ± .5.

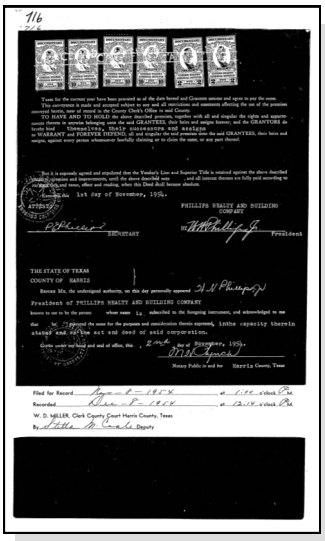
IMAGE PROCESSING

Imaging a document and digitizing a collection creates an electronic representation of the original archival record. The Library of Congress calls the new image "a faithful copy of the original source document."[2] This process is not meant to replace the archival record, but to aid in its preservation. The image serves as a reference tool and is a back-up if the original is damaged or destroyed.

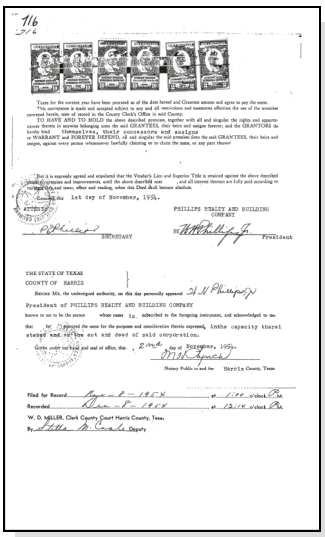
We do not subscribe to the "*scan it and forget it*" philosophy. Unbound documents are imaged by hand, not mechanically, in their archival polyester pockets. The polyester is undetectable and provides physical support while in the scanner. Imaging technicians are trained to handle fragile documents. KOFILE Preservation always defaults to U.S. National Archives and Records Administration (NARA) technical guidelines for digitization.

Image Processing

IMAGE PERFECT software ensures optimum image quality. Documents often vary in size and density, so custom programming ensures image uniformity. KOFILE Preservation's *IMAGE PERFECT* software provides proprietary algorithms which achieve the highest image quality possible. Utilizing different algorithms is critical for capturing different densities and quality levels. Photostat polarity is reversed so that all characters are black on a positive background.



Simply scanning a negative Photostat produces a Production Master or negative image.

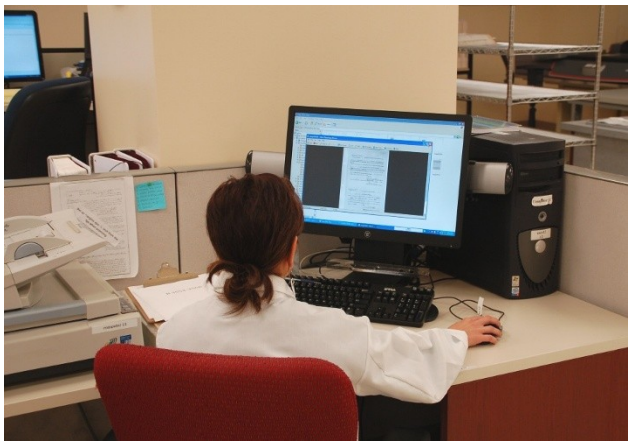


With KOFILE Preservation, the resulting image for indexing is a Working Copy or positive image.

Our image processing software and procedures maintain 100% document integrity and control of the images, with exclusive Image Locking capabilities. The image processing procedures will not allow for information from rescanned pages to accidentally be cut and pasted into the

[2] *The Library of Congress. "Guidelines for Electronic Preservation of Visual Materials." Accessed online at www.loc.gov/preserv/.*

incorrect page. *IMAGE PERFECT* uses custom image clean up and enhancements such as deskew, despeckle, character repair, and zonal processing. Annotations are supported to allow County Name, Book Type, Volume, and Page to be electronically added on the re-created image.



Quality Control

Quality control is a key element in all imaging and archiving projects. Our quality control process ensures that all images are certified. We do not use random sampling in our QC methodology. Each and every image is checked. KOFILE Preservation will provide an image log which notes the steps employed for each re-created book. Image quality is checked during scanning to ensure that information is not lost during capture. Each page is checked to ensure there are no missing pages, double feeds, and to account for "A" pages (which may have been added to the original book).

During the image repair process, custom *IMAGE PERFECT* software allows repair of the currently displayed image without rescanning. This eliminates the need for rescanning additional images that could compromise image integrity. Our procedures and software insures the highest possible quality at each step during the image capture/processing process.

Standards and Formatting

KOFILE Preservation makes use of gray-scale scanning techniques for documents to ensure the optimum resolution of each page. We verify effectiveness and minimum legibility of the scanning process through rigorous and systematic use of ANSI Standard # TL 4969, levels 1-8.

Images are captured at a minimum of 200 dpi at 256 gray levels. This ensures the highest image quality for documents with poor contrast and illegible information. Images digitized by KOFILE Preservation for target system inclusion are accumulated as Group IV bi-tonal images in a TIFF format. Single-page images are stored in .001-.Onn (Page Numbers) extensions. For output, the images are optimized and scaled according to the specifications of the target system.

Upon request, KOFILE Preservation stores an electronic security back up of all images in case of loss, damage, or destruction by fire or natural disaster.

CREATION OF ARCHIVAL MICROFILM

KOFILE Preservation proposes to create security back-ups on microfilm from the newly processed images, if needed. All microfilming procedures are archival quality and produced according to ANSI Standards. Books are captured on 16mm microfilm.

KOFILE Preservation operates numerous high production/quality roll microfilm scanners: Wicks and Wilson aperture card, nextScan Eclipse™ and nextScan FlexScan™. All software is updated, and the machines are regularly maintained. The systems can be aligned to use image density compensation, which attempts to adjust quality settings for various contrasts, document sizes, and variable densities. The scanners are able to scan any size microform (film or fiche) image.

Configuration files are created during the initial pilot sampling. Experienced and well-trained scanner technicians operate machines under the guidance of veteran supervisors. The scanning technicians determine the proper scanner settings and focus. Also, they print and inspect images for quality. The quality control team must approve the images before scanning continues. Images are scanned with the correct compression, no proprietary headers, and with the proper scaling.

Quality Control

All microfilm will be accounted for. We will also verify that the frames are properly detected, and examine image quality, image resolution, proper compression, aspect ratio, and focus.

Operators inventory microfilm prior to the scanning. Rolls with retakes are identified and flagged for an additional retake process flow. In the retake process flow, the images associated with the retakes are placed into a designated retake folder.

KOFILE Preservation operators will then use proprietary software to tag the images by their classification, book, volume, page, and quality level. Next, the tagged images are visually compared to the corresponding page from the original roll.

Parameters and rules created through our extensive experience in imaging and agreed upon with the county dictate the decision process concerning the replacement of the original image in the image set.

Images that do not fall with the agreed upon rules are documented and discussed with the County prior to integration into the image set.

Images that do fall within the established rule set will be replaced and the original image destroyed or disposed of in the agreed upon manner.

POST-STABILIZATION

Historical sheets are cased and rehoused in archival quality storage boxes. Each page is checked by a technician before it is designated for return. Using the work order log, this final qualify check verifies page order. This check also ensures that all repairs are complete, and the Treatment Report is accurate. The other sheets are returned in their original folders and boxes.

PROJECT PRICING

KOFILE Preservation is uniquely capable of timely executing this project. We focus on quality and precision, while remaining cost effective. KOFILE Preservation has executed contracts across the country similar to this project. We are highly qualified to perform the services required. Please note that this price quote is an estimate. All pricing includes all shipping and handling. Please note that all price quotes are good for 60 days.

COLLIN COUNTY CLERK STABILIZATION OF WATER DAMAGED RECORDS PRICE QUOTE			
RECORD SERIES TITLE	UNIT	LEVEL OF SERVICE	TOTAL
PROBATE RECORDS	83 Boxes	**Option One:** please see Page 3.	$88,400.00
		Option Two: please see Page 4.	$49,600.00
OPTIONAL: Creation of archival microfilm from the newly created images.			$29.00/*Roll* *(Estimated 12 rolls of film.)*

QUALIFICATIONS & EXPERIENCE

KOFILE Preservation is proud to preserve the pages of American history. Our primary objective is to ensure public access to the intellectual content of record collections, whether in original form or reformatted. KOFILE Preservation understands the need for continued access to public records, and the ease of rapid digital retrieval.

REFERENCES

As our references document, KOFILE Preservation establishes enduring professional relationships with customers. We remain loyal to each project. We pride ourselves on excellent customer service and continued devotion to serving the public good. It is our intent to perform any requested work following a mutually agreed upon timetable and specifications.

ANGELINA COUNTY CLERK
Honorable Jo Ann Chastain
P.O. Box 908
Lufkin, TX 75902
P: 936.634.8339 *F:* 936.634.8339

BRAZORIA COUNTY CLERK
Honorable Joyce Hudman
Brazoria County Courthouse
111 E. Locust Suite 200
Angleton, TX 77515-4678
P: 979.864.1355 *F:* 979.864.1358

DALLAS COUNTY CLERK
Honorable John F. Warren
509 Main Street, 2nd Floor
Dallas, Texas 75202
P: 214.653.7096 *F:* 214.653.7176

FORT BEND COUNTY CLERK
Honorable Dianne Wilson
301 Jackson Street
Richmond, Texas 77469
P: 281.342.3411 *F:* 281.341.8691

HIDALGO COUNTY CLERK
Honorable Arturo Guajardo, Jr.
100 North Closner
Edinburg, Texas 78539
P: 956.318.2100 *F*: 956.318.2105

TARRANT COUNTY CLERK
Honorable Mary Louise Garcia
Tarrant County Courthouse
100 West Weatherford Street
Fort Worth, Texas 76196
P: 817.884.3439 *F:* 817.884.3339

PROJECT PERSONNEL

KOFILE Preservation holds insurance and a Dishonesty Bond on all services. Staff are drug-free and pass a background check upon employment. Upper management attend continuing education conferences and hold professional memberships with such organizations as the American Institute for the Conservation of Historic and Artistic Works (AIC). See the following pages for specific information regarding the project conservators and imaging personnel. KOFILE Preservation's key imaging employees have a deep and rich history in imaging and indexing public records throughout the United States.

CHRIS MAROTTI

Conservator and Director of Operations

Marotti has served as *Director of Operations* for over seven years. He is responsible for day to day operations, including coordinating purchasing and production to meet contract deadlines and goals. Marotti directly manages the Dallas-based Conservation laboratory. He works directly with the CEO and Director of Western Operations.

Marotti also has experience researching and writing marketing, financial, and feasibility reports concerning new business acquisitions and acquisition prospects. He filled a key role in preparing and carrying out, satellite operations in Carson City, Nev., and Dallas, Tex. Marotti has also worked as a consultant for large municipalities concerning vault equipment and preservation/ conservation approaches and practices. He has an exceptional knowledge of municipal markets, business practices, and conservation/preservation practices.

PROFESSIONAL HISTORY

2009—Present	*Conservator and Director of Operations* KOFILE Preservation, Inc.
2004—2009	*Director of Operations* Joseph J. Marotti Co., Inc.

EDUCATION

2005—2006	Business Management Studies, Community College of Vermont
2000—2004	Recreation Management and Business-Economic Studies, University of Vermont

SCOTT G. WILLIAMS

Conservator

Williams' extensive training in conservation includes preservation methods for 18th, 19th, and 20th Century documents, as well as the physical mechanics of hand binding and mechanical binding for documents ranging from the 18th Century to the present. At a young age, Williams learned the art of bookbinding at his father's bindery. There, he was introduced to book preservation. Today, Williams is a Professional Associate with the American Institute for Conservation.

PROFESSIONAL HISTORY

2011—Present	*Conservator* KOFILE Preservation, Inc.
1987—2011	*Vice President and Conservator* Louisiana Binding Service, Inc.
1976—1987	*Vice President* Bel-Wil Bookbinders, Inc.

RELEVANT EXPERIENCE

2006 — *West Feliciana Parish, St. Francisville, La.*
Presentation on the history of binding. Develop a preservation program with James G. Stroud, HRHRC, UT- Austin, and Sally Reeves, SSA Former President.

2004—2003 — *Harry Ransom Humanities Research Center, University of Texas at Austin*
Training by James G. Stroud for disbinding, polyester encapsulation, and deacidification of 1700s Orleans Parish Pre-Law French/Spanish Documents.

2003 — *Preservation Technologies, Inc.*, Mr. Robert Strauss.
Site visit and *Bookkeeper*® workshop.

2001 — *National Endowment for the Humanities, La.*
Guest Speaker, Clerk of Courts Meeting, "*Proper Preservation, Handling and Care of Public Records.*" January.

2000 — *Society of Southwest Archivists (SSA) Conference, Fayetteville, La.*
Guest Speaker. "*Vendors Point of View on Preservation Microfilming.*" May.

1999 *Preservation Technologies, Inc.*, Mr. Robert Strauss
LOC preservation outreach program, training on deacidification. September 27.

1994 *Wei T'o and Associates, Inc.*, Dr. Richard Smith
Trained on non-aqueous deacidification.

1990—1991 *University of Texas at Austin*, Mr. James Grant Stroud
Stabilization, conservation, and housing/preservation of watercolor drawings.

1986 *New York University*, Dr. Timothy L. Ely, Training including:

- Preventive Conservation: Collection Stabilization, Environment, Light, & Disaster Planning
- Physical Mechanics of Paper, Hand Binding 18th and 19th Century, Mechanical Binding 19th Century & Current, and Hand Binding Current
- Alkalization (Deacidification), Aqueous and Nonaqueous
- Consolidation and Fixing, Surface Cleaning
- In-Painting (Retouching), Matting & Framing
- Removal of Old Repairs, Mending, Filling Areas of Paper Loss
- Mold and Insect Treatment
- Polyester Film Encapsulation
- Removal and Replacement of Backings
- Stain Reduction, Washing, Flattening

1985 *Mississippi State Archives*, Linda L. Overman
Restoration and preservation training.

1984 *Norris Bindery, Inc.*, Mr. Reese
Binding training.

1983 *Rome Bindery, Inc.*, Calvin Rome
Binding training.

EDUCATION

1990 A.S., Nicholls State University, Thibodeaux, Louisiana

PROFESSIONAL ASSOCIATIONS

Member, Society of Southwest Archivists – 1999

Member, Greater New Orleans Chapter of the Association of Records Managers and Administrators – 1989

Member, Arkansas Historical Society – 1999

Professional Associate (PA), The American Institute for Conservation of Historic and Artistic Works (AIC)– Member since 1991, PA since 2009

Member, Louisiana Archives and Manuscript Association

RANDY BARNES

Director of Operations

Barnes designs, implements, and manages the various processes employed by the image processing and indexing production groups. He has over 15 years experience in imaging technology including imaging hardware, software, and leading edge imaging technologies. Barnes was the Project Manager for successful sovereignty image and indexing projects in some of largest local and national Counties. He has deep experience in Land Record, Criminal, Civil and Appraisal system implementations and system training. Barnes' technical background and in county experience give him a unique view into how government records are used by KOFILE Preservation clients and their customers.

PROFESSIONAL HISTORY

2009—present

Chief Operations Officer
KOFILE Preservation, Inc.

2000—2009

Chief Operations Officer
Affiliated Computer Services (ACS)

1998—2000

Y2K Project Director, Network Administrator
Texas Forest Service

EDUCATION

1999 Bachelor of Arts in Philosophy; Texas A&M, College Station, TX

TRAINING AND CERTIFICATIONS

2006 Project Manager and Professional (PMP)® Certification, Project Management Institute

2003 Microsoft Certified Systems Engineer (MCSE), Microsoft

- Gained skill in designing, implementing, and administering infrastructures for business solutions based on Windows Server 2003 and Microsoft Windows 2000 Server. Implementation responsibilities include installing, configuring, and troubleshooting network systems.