Program Support Associates, LLC Past Performance

1. **Project Name:** IT Support Services

2. **Client:** Northrup Grumman

3. **Contract Details:**

   o Number: 11GA345TYU1398
   o Value: $$8,340,000
   o Duration: 2011-2013

4. **NAICS Code:** 54151 – Providing technical assistance and support to individuals and businesses in the use of computer hardware, software, and peripherals. This industry is responsible for ensuring that computer systems are running efficiently and effectively, and that any issues or problems are resolved in a timely manner.

5. **Summary of Work:**

   Program Support Associates, LLC (PSA) was engaged as a subcontractor to Northrup Grumman, providing comprehensive IT support services to the Veterans Administration in Austin, Texas. PSA successfully deployed over 40 highly skilled IT professionals, ensuring the highest standards of technical expertise. The scope of work included the recruitment, qualification, and onboarding of approved candidates across various specialized IT labor categories. These categories encompassed roles such as network engineers, systems administrators, cybersecurity analysts, software developers, and technical support specialists. PSA's meticulous approach to candidate selection and integration ensured seamless operational efficiency and robust IT infrastructure support.

   Below are some of the labor categories we held during this contract.:

   - Software Engineering Manager
   - Data Scientist
   - Cloud Architect
   - AI/ML Engineer
   - Cybersecurity Engineer
   - DevOps Engineer
   - Blockchain Developer
   - Full Stack Developer
   - IT Project Manager
   - Systems Architect
   - Network Architect
   - Database Administrator
   - Information Security Analyst
   - IT Support Specialist
   - Mobile Application Developer
   - Web Developer
   - UX/UI Designer

- IT Consultant
- Business Intelligence Analyst
- Data Engineer
- Machine Learning Engineer
- Site Reliability Engineer
- IT Auditor
- Cloud Security Engineer
- Software Quality Assurance (QA) Engineer
- IT Operations Manager
- Technical Support Engineer
- Network Security Engineer
- Systems Analyst
- IT Infrastructure Manager
- Application Support Analyst
- IT Compliance Manager
- ERP Consultant
- IT Trainer
- IT Asset Manager
- IT Service Manager
- IT Vendor Manager
- IT Risk Manager
- IT Procurement Specialist
- IT Governance Manager

6. **Results:**

Program Support Associates, LLC (PSA) excelled and exceeded the expectations of both the client and Northrup Grumman. **The number of vacant positions was reduced by a remarkable 65% due to the efficiency with which new qualified candidates were vetted and credentials verified.** This rapid deployment of highly skilled IT professionals ensured that only the most qualified candidates were presented for each role.

The efficiency and effectiveness of PSA's recruitment process significantly enhanced the operational capabilities of the Veterans Administration (VA). By swiftly filling critical IT positions, PSA played a key role in improving the IT infrastructure and support systems at the VA. This, in turn, had a direct positive impact on the care provided to our veterans. The enhanced IT support enabled the VA to deliver more timely and efficient services, ensuring that our veterans receive the highest quality of care and support they deserve.

PSA's meticulous approach to candidate selection and integration not only ensured seamless operational efficiency but also contributed to the overall mission of the VA to care for our most sacred citizens - the veterans who keep America safe.