

COMPANY DATA

TechResolve, Inc., the versatile IT service & operations management partner

UEI: KZ3XEZN7KUK5
DUNS: 788184450
CAGE: 4P6G9

NAICS:

541512 (Primary) | 541513 | 541511
541519 | 541611 | 541690
541330 | 611420 | 611430

UNSPSC (Selected):

43211500 (Computers/Hardware)
81111811 (IT Help Desk)
81111800 (Computer Systems Support)
86132100 (IT Training)
81111503 (Infrastructure/Network)

Credit Cards & POs accepted

POC CONTACT INFORMATION

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BUSINESS CERTIFICATIONS



CAPABILITY STATEMENT

CAPABILITIES

Empowering organizations with flexible IT staffing, technology procurement, dependable support services, and high-quality instructional design.



Staff Augmentation

Hybrid Tier 1 IT technicians providing on-site/remote support, ticket triage, onboarding/offboarding, and escalation coordination.



Hardware Procurement

Authorized partner for Lenovo, Dell, HPE, Cisco & D&H. Sourcing, configuring, and delivering IT infrastructure, end-user devices, and deployment bundles.



IT Support Services

End-user support, troubleshooting (Windows/Mac), identity & access support, device setup, printer/network triage, and help desk operations.



Instructional Design & Training

Technical training, curriculum design, LMS support, blended learning development, and scenario-based training for IT skills.

DIFFERENTIATORS

- ✓ **Workforce Pipeline.** Apprenticeship-trained technicians ready for hybrid support roles.
- ✓ **Procurement Expertise.** Strong OEM partnerships for cost-effective hardware sourcing.
- ✓ **Instructional Excellence.** Proven curriculum, training, and end-user education.
- ✓ **Community Focus.** 19+ years developing local tech talent in the DC region.

PAST PERFORMANCE & EXPERIENCE

- 🔑 **IT Support & Staffing** – Tier 1–3 service desk support and staff augmentation for federal agencies- FAA, NIH, CFTC, and multiple nonprofits & commercial clients.
- 🔑 **Hardware Procurement** – Multi-year device, server, and network equipment sourcing for nonprofits, SMBs, and partner agencies.
- 🔑 **Training & Instructional Design** – End-user training, IT curriculum development, cyber training pathways, and instructional media.
- 🔑 **ITSM/Operations** – Incident//problem management, cloud/hybrid environments, process improvement.