TechResolve

Powering organizations and empowering communities

COMPANY DATA

TechResolve, Inc., the versatile IT service & operations management (ITSM/ITOM) partner

UEI: KZ3XEZN7KUK5
DUNS: 788184450
CAGE: 4P6G9

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

UNSPSC (Selected):
81111811 (IT Help Desk) | 81112201 (Cybersecurity)
81111800 (Computer Systems Support)
81111504 (Software Dev) | 86132100 (IT Training)
43211500 (Computers/Hardware)
81111503 (Infrastructure/Network)

Credit Cards & POs accepted

POC CONTACT INFORMATION

Roxanne J. Williams, CEO
roxannejw@techresolve.us
202.610.2383 tele/text

BUSINESS CERTIFICATIONS

SBA U.S. Small Business Administration — HUBZONE CERTIFIED

SBA U.S. Small Business Administration — EDWOSB CERTIFIED

SBA U.S. Small Business Administration — WOSB CERTIFIED

SBE CERTIFIED — Small Business Enterprise

DBE CERTIFIED — Disadvantaged Business Enterprise

CBE — Certified Business Enterprise Program

CAPABILITY STATEMENT

CAPABILITIES

Empowering users to solve problems quicker and finding opportunities to improve excellence. Integrated IT service management, cybersecurity systems synergy, help desk support, data solutions, custom software development, infrastructure improvements, hardware procurements, & IT training services.

- **Incident/problem management**
- **IT job requisition fulfillment**
- **Cybersecurity integration & automation**
- **IT training services – cyber, audit & continuing ed**
- **Software development – website & mobile design**
- **Digital transformation & change management**

DIFFERENTIATORS

✓ **Experience management**. Employees that feel valued deliver high levels of customer satisfaction. TechResolve is a customer and employee-centric company focusing on the total IT service & operations experience.

✓ **Data-driven**. Our approach embodies agile project management and IT Information Library (ITIL) principles to ensure the use of data insights & quality assurances to drive decisions for operational improvements within the overall internal service management & software dev ecosystem.

✓ **Community**. We have been with the greater DC area for the last 18 years, with a commitment to provide local community residents, tech-driven skills development, and employment opportunities for sustained futures.

PAST PERFORMANCE & EXPERIENCE

- **Nonprofit** – local government & corporate grantee agencies, Onsite and field staff, 150 average users yearly over a 19-year period, multiple server systems to include globally connected systems, cloud & on-premises infrastructure – Microsoft & Google Cloud, data security, custom trainings, project management.

- **Government agencies** – Tier 1-3 IT help desk leadership – currently support the 52k user FAA Service Desk, past agencies included 9 executive divisions, 3 regional offices, 800+ employees, backbone server infrastructure, specialized end user support on various COTS for the NIH & CFTC.

- **Strategic partnerships** – Software dev projects using PHP, MySQL, JS, HTML/CSS API, UX/UI | Hardware procurements with Lenovo, HPE, & Dell | Training partnership with ACI Learning and Cisco

---

1231 Marion Barry Ave, SE | Washington, DC 20020
📞 **202.610.2383 tele/text/support |** 🌐 **www.techresolve.us**