



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 Codes:

☎ 541512*

☎ 541513

☎ 541511

☎ 541519

☎ 541611

☎ 541690

☎ 541330

☎ 611420

☎ 611430

Credit Cards & POs accepted

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, & 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**

POC CONTACT INFORMATION

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202.610.2383 tele/text

BUSINESS CERTIFICATIONS



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 agency, Onsite and field staff, 150 average users yearly over an 18-year period, multiple server systems to include globally connected systems, cloud & on-premises infrastructure, 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, web & mobile design, data analytics & machine learning, PHP frameworks, MySQL, UX/UI, API & LTI connectors, HTML, CSS, and JavaScript.