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:
- 541513
- 541512
- 541511
- 541519
- 541611
- 541690
- 611420
- 611430

Credit Cards & POs accepted

POC CONTACT INFORMATION

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BUSINESS CERTIFICATIONS

U.S. Small Business Administration
HUBZONE CERTIFIED

U.S. Small Business Administration
EDWOSB CERTIFIED

U.S. Small Business Administration
WOSB CERTIFIED

DBE CERTIFIED ENTERPRISE

MBE CERTIFIED 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 & 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 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, 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*, w*eb & mobile design, data analytics & machine learning for HUD OAG, SSA, NIH, Dept of Ed, Leidos, Northrop Grumman, CareFirst*