



NHPUC 26OCT15AM10:55

Executive Director
NHPUC
21 South Fruit St, Suite 10
Concord, NH 03301

October 21, 2015

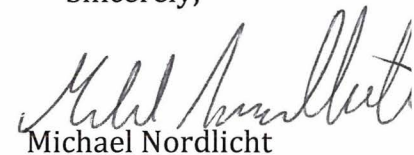
RE: Agera Energy LLC DM 14-299

Dear Executive Director,

In accordance with Agera Energy LLC's ("Agera") continuing obligation to update the Department of Public Utilities on changes to Agera's initial application Agera is submitting updates to staff. We would like to amend the key employee's portion of our application by adding Gabriella Glynn- Director of Operations, George Jett- Technical Services, Steve Jakab- Finance, and Brian Swan- Senior Software Engineer, and Maria Agovino- Scheduling Analyst. Please find resumes attached. We would also like to add the following senior sales representatives to the experience portion of our application: Bretton Denomme Lauren Carney, Greg Glasson, Lorraine Barber, Fadi Bidawid, Robert Chagnon, Kandi Perry, Kevin Cassidy, Gregory DiGiovine, Brent Accord, Thomas DeFeudis.

If you have any questions please feel free to contact me at 914-236-1406.

Sincerely,



Michael Nordlicht



Gabriela G. Glynn

(845) 216-5649

glynngabriela@yahoo.com

Objective

To obtain a position where I can effectively utilize my expertise in quality assurance, compliance, project management, staff recruitment and retention.

Experience

Agera Energy LLC- Director of Operations

June 2015- Present

2014- May 2015 Manager of Operations

North American Power and Gas Norwalk CT

- Manage all aspects of gas and electricity Enrollments, Pricing, Customer Correspondence, Collections and Billing
- Responsible for 9 operations coordinators in the areas above
- Responsible for process creation and implementation
- Work closely with Information Technology (IT) department on system and reporting design
- Monitor the health of all operation areas and ensure the good working order of the day-to-day processes
- Work closely with Sales and Service, Customer Service, Legal and Finance departments on improvements and support to company new strategies
- Responsible for design and implementation of a pricing engine
- Responsible for design and implementation of full correspondence imaging and integration
- Responsible for automation of rate changes, renewals and rejection handling
- Responsible for ensuring creation and management of 200,000 to 225,000 invoices per month
- Responsible for dunning process and management of relationship with a third party agency
- Responsible for handling vendor relationship for all areas of operations
- Responsible for creating a disaster recovery plan for operations.

2013-2014 Manager of Collections and Customer Communications

North American Power and Gas Norwalk CT

- Managed a staff of 2 collectors
- Handled Collections for gas and electricity markets in 12 purchase of receivables territories and 1 agency billed territory
- Created an automated dunning process, including letter generation, collections reconciliation, disconnection orders and account drops
- Created and implemented a series of dunning correspondence from reminder notices to inactive settlement letters
- Created and implemented processes for collections of inactive bad debt
- Created workflow for hand off inactive accounts to a Collection Agency
- Created a series of KPI reports shared with the executive team
- Created and implemented a process for management and application of security deposits
- Created and implemented a process for management of payment plan and promises to pay
- Created and implemented a process for suspension of collections based on specific customer protections
- Planned and implemented collections processes for GA and Texas agency billed markets

2008-2013 Manager of Quality Assurance

Gateway Energy Services Corporation/Direct Energy Montebello, NY

- Managed a staff of 12 including 2 liaisons and 1 floor supervisor
- Created and implemented daily, weekly and monthly reporting for call center supervisors, telemarketing and direct sales personnel
- Increased the call center quality assurance average from 80% to 93% in a 12-month period
- Created and implemented an audits task-force to review paper documents submitted by direct sales personnel

from customer's sales experience

- Created and implemented a comprehensive complaint resolution process which includes a state of the art database capable of housing and standardizing the complaint resolution process
- Reduced complaints pay-out by 77%
- Created, modified and updated book of customer facing documentation
- Researched and provided guidance regarding compliance of existing and new processes and products to various branches of the company
- Created and analyzed quality assurance reporting and data for Senior Officers of the company
- Worked with HR and department heads on disciplining employees who fail the quality assurance process, including issuance of warnings and termination of personnel
- Worked as part of the integration team to migrate existing book of business from acquired companies onto Discovery system
- Liaise with multiple departments of the company, regulating agencies and outside counsel regarding change and implementation of existing and new industry regulations.

200-2008 Quality Assurance & Compliance Supervisor/Consumer Advocate

Gateway Energy Services Corporation Montebello, NY

- Co-managed a staff of 3 quality assurance representatives
- Created and implemented a quality assurance database
- Created and implemented a quality assurance process for customer feedback (Welcome Calls)
- Created and implemented a standardized training program for Quality Assurance, Customer Service, Collections Internal and External Telemarketing Sales and Direct Sales
- Resolved customer complaints received via internal means and governmental agencies
- Appointed by Chief Financial Officer to aid company in the hiring of a Direct Sales team in Northern NY
- Worked with IT department in the creation and implementation of a Dialer system for outbound telemarketing team
- Worked with IT to create and implement a company-wide system for document approval by both the regulatory and corporate communications departments
- Worked on additional enhancements to the quality assurance systems to handle company growth

2003-2006 Collections Senior Supervisor

Gateway Energy Services Corporation Spring Valley, NY

- Managed a staff of 20 residential and commercial collectors 2 junior supervisors
- Created and implemented collection strategies under the direction of the Director of Collections
- Created Dialer campaigns based on outstanding receivables
- Managed the assignment of receivables to third-party collection agencies and legal institutions
- Liaised with utility companies, third-party collection agencies, legal institutions and credit agencies
- Created and implemented a standardized collections training program
- Created and presented financial reporting to Senior Officers
- Created and implemented new system for creation of payment plans
- Resolved customer grievances and escalated disputes

2002 -2003 Collector

Gateway Energy Services Corporation Spring Valley, NY

- Contacted customers for collection of residential delinquent balances
- Negotiated payment plans based on customer's financial status
- Communicated with utility companies regarding billing issues and customer disputes
- Assisted management with review of various AR reports
- Determined accounts to be sent to third-party collection agencies based on AR aging
- Collected 80% of assigned AR aging over a 12-month period
- Corresponded with customers and managers via telephone and written communication

Education

1993-1997 B.S Electrical Engineering CEFET – MG Brazil

Systems Training

Microsoft Office Suite

I3 Interactive Intelligent

GEORGE JETT

115 Mill Brook Road, Stamford, Connecticut 06902 (203) 249.9495 george.jett@yahoo.com

JOB TITLE

Focus of Interest: IT Management | Software Engineering

QUALIFICATIONS PROFILE

Intuitive, visionary, and hands-on leader equipped with solid track record of top-quality performance in accomplishing highly complex projects, in both private and federal sectors; leading diverse IT operations; and driving organizational development.

Possess in-depth background in delivering high-caliber IT services in various business domains such as biotech, pharmaceutical, and healthcare, along with government organizations. Utilize cutting-edge technologies, object-oriented methodologies, artificial intelligence (AI), and bioinformatics knowledge in developing innovative business solutions to align work processes with today's fast-changing environment. Demonstrate expertise in developing and implementing strategic plans in accordance with project goals. Exemplify keen attention to detail in formulating operational policies, business documentations, and reports. Exhibit strong leadership skills in leading and motivating teams, staff, and personnel toward the timely completion of assigned projects while adhering to specification and budget constraints. Capitalize on outstanding communication skills in conveying business mission and objectives.

Areas of Expertise:

Project and Program Management | Staff Development and Supervision | Software Engineering | IT Consulting
Requirements Analysis | Budget Administration | Contract Negotiation | Continuous Process Improvement
Business Development | Interpersonal Collaboration and Communication

PROFESSIONAL EXPERIENCE

Jett Software Engineering, LLC | Stamford, CT

PRINCIPAL

SEP 2007–PRESENT

- Manage day-to-day operations which include provision of advanced software designs in websites, life sciences software, and various web-based business systems.
- Administer multisite web business projects such as web-based employment services; Pharmacovigilance consulting; healthcare IT software; open-source software; music and arts websites; and multimedia websites.

Progenics Pharmaceuticals | Tarrytown, NY

SENIOR APPLICATIONS SYSTEMS ANALYST

OCT 2010–Nov 2011

- Piloted project operations which included generation of custom report and evaluation and acquisition of new software.
- Rendered expert technical support to the Oracle Clintrace adverse event reporting system development which involved daily the maintenance and preparation of ad hoc reports.
- Performed drug dictionary upgrades on MedDRA and World Health Organization (WHO) using Clintrace application and XEVMPD.
- Meticulously prepared change control documents such as installation qualification (IQ), operational qualification (OQ), and user acceptance testing (UAT) documents, along with new standard operating procedure (SOP) documents.

Aris Global LLC | Stamford, CT

DIRECTOR – STRATEGIC INITIATIVES

JUL 2006–JUN 2007

- Worked collaboratively with designated personnel in developing and implementing strategic plans and initiatives corporate-wide.
- Keenly selected and negotiated with appropriate vendors and partners to effectively promote On Demand product and service offerings.
- Strengthened organizational sales performance by establishing new distribution channels.
- Formulated and executed a tactical plan with focus on securing a high volume of Aris Global products sales to various government agencies.
- Led domestic and offshore team that developed cutting-edge adverse event product based on Arisg and agExchange in collaboration with the Product Development Team.

Food and Drug Administration (FDA) | Rockville, MD

PROGRAM MANAGER

OCT 2004–JUL 2006

- Leveraged solid leadership expertise in overseeing the Adverse Events Reporting System II (AERS II) Project including management of \$9M budget along with various project aspects including business, technical, systems development life cycle (SDLC), and enterprise architecture in both FDA and non-FDA systems integration.
- Rendered keen oversight to the daily functions of a project team comprised of 5 FDA staff and approximately 10 contractors.
- Led and executed source selection process administration of request for information (RFI), request for proposal (RFP), selection teams, and system development phase.
- Drove outreach efforts and collaborated with diverse federal agencies and local and international health care information technology standards organization to efficiently implement drug safety surveillance program.

National Archives and Records Administration (NARA) | College Park, MD

PROJECT MANAGER

JUL 2002–OCT 2004

- Directed the 9-11 Commission archiving effort and oversaw daily function of staff for project cost/benefit analysis.
- Spearheaded the national XP Migration Project with \$3M budget which included migration of agency desktop PCs from Windows 98 to Windows XP.
- Provided top-notch management to a team of approximately 25 deployed in 37 sites across the United States.
- Formulated policies, procedures, and strategies aligned with software applications plans.
- Initiated the implementation of agency webcast program by establishing interagency agreement with the National Institutes of Health (NIH).
- Held accountable for the maintenance and administration of CRM applications to provide veterans with access to their military records.
- Functioned as chairman of NARA's IT Operational support Contract Selection Committee and fulfilled membership role in Technical Evaluation Committee for the billion-dollar Electronic Records Archives Project.
- Devised a configuration management policy and document in accordance with the Government Paper Elimination Act (GPEA).

from customer's sales experience

- Created and implemented a comprehensive complaint resolution process which includes a state of the art database capable of housing and standardizing the complaint resolution process
- Reduced complaints pay-out by 77%
- Created, modified and updated book of customer facing documentation
- Researched and provided guidance regarding compliance of existing and new processes and products to various branches of the company
- Created and analyzed quality assurance reporting and data for Senior Officers of the company
- Worked with HR and department heads on disciplining employees who fail the quality assurance process, including issuance of warnings and termination of personnel
- Worked as part of the integration team to migrate existing book of business from acquired companies onto Discovery system
- Liaise with multiple departments of the company, regulating agencies and outside counsel regarding change and implementation of existing and new industry regulations.

200-2008 Quality Assurance & Compliance Supervisor/Consumer Advocate

Gateway Energy Services Corporation Montebello, NY

- Co-managed a staff of 3 quality assurance representatives
- Created and implemented a quality assurance database
- Created and implemented a quality assurance process for customer feedback (Welcome Calls)
- Created and implemented a standardized training program for Quality Assurance, Customer Service, Collections Internal and External Telemarketing Sales and Direct Sales
- Resolved customer complaints received via internal means and governmental agencies
- Appointed by Chief Financial Officer to aid company in the hiring of a Direct Sales team in Northern NY
- Worked with IT department in the creation and implementation of a Dialer system for outbound telemarketing team
- Worked with IT to create and implement a company-wide system for document approval by both the regulatory and corporate communications departments
- Worked on additional enhancements to the quality assurance systems to handle company growth

2003-2006 Collections Senior Supervisor

Gateway Energy Services Corporation Spring Valley, NY

- Managed a staff of 20 residential and commercial collectors 2 junior supervisors
- Created and implemented collection strategies under the direction of the Director of Collections
- Created Dialer campaigns based on outstanding receivables
- Managed the assignment of receivables to third-party collection agencies and legal institutions
- Liaised with utility companies, third-party collection agencies, legal institutions and credit agencies
- Created and implemented a standardized collections training program
- Created and presented financial reporting to Senior Officers
- Created and implemented new system for creation of payment plans
- Resolved customer grievances and escalated disputes

2002 -2003 Collector

Gateway Energy Services Corporation Spring Valley, NY

- Contacted customers for collection of residential delinquent balances
- Negotiated payment plans based on customer's financial status
- Communicated with utility companies regarding billing issues and customer disputes
- Assisted management with review of various AR reports
- Determined accounts to be sent to third-party collection agencies based on AR aging
- Collected 80% of assigned AR aging over a 12-month period
- Corresponded with customers and managers via telephone and written communication

Education

1993-1997 B.S Electrical Engineering CEFET – MG Brazil

Systems Training

Microsoft Office Suite

I3 Interactive Intelligent

GEORGE JETT

115 Mill Brook Road, Stamford, Connecticut 06902 (203) 249.9495 george.jett@yahoo.com

EARLIER CAREER

Montgomery Community College | Rockville, MD

PROFESSOR – COMPUTER SCIENCE

Large Scale Biology | Rockville, MD

CHIEF ARCHITECT – INFORMATION TECHNOLOGY DIVISION

Gene Logic, Inc. | Gaithersburg, MD

COMPUTER SCIENTIST

Concept 5 Technologies, Inc. | McLean, VA

PROJECT MANAGER/TEAM LEAD – PROFESSIONAL SERVICES DIVISION

The MITRE Corporation | McLean, VA

MITRE Center for Advanced Aviation System Development | MITRE Advanced Information Technology Division

GROUP LEADER/ASSOCIATE DEPARTMENT HEAD/SENIOR TECHNICAL STAFF MEMBER

Alexandria Health Department | Alexandria, VA

MEDICAL TECHNOLOGIST

Children's Hospital of Philadelphia | Philadelphia, PA

LABORATORY MANAGER AND MEDICAL TECHNOLOGIST

EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE

WITH CONCENTRATION IN SOFTWARE ENGINEERING, ARTIFICIAL ENGINEERING ■ George Washington University, Washington, DC

BACHELOR OF SCIENCE IN COMPUTER SCIENCE ■ University of Maryland, College Park, MD

COURSEWORK IN MICROBIOLOGY ■ University of Maryland, College Park, MD

COURSEWORK IN BIOLOGY ■ Wesleyan University, Middletown, CT

PROFESSIONAL DEVELOPMENT

Food and Drug Administration (FDA) – Leadership Skills | Project Officer Training

National Archives and Records Administration (NARA) – Contracting Officer Training | Archives for Non-Archivists

Siebel University – Essentials and Requirements Mapping

Hospital Supervisory Certification | Laboratory Supervisory Certification

AWARDS AND HONORS

National Archives and Records Administration (NARA): Special Service Award for Outstanding Leadership: 2004

Certificate of Appreciation – Electronic Records Archives Program: 2004

Certificate of Appreciation – Access to Archival Databases (AAD) Program: 2003

TECHNICAL ACUMEN

Enterprise Architecture, SOA:	CORBA, Web Services, Enterprise Architecture, MVC, Client Server
Distributed Systems – CORBA, COM, RMI	CORBA, Java RMI, HTTP
Web Technology:	Apache, PHP, MySQL, JavaScript, AS3, XML, DHTML, Linux, Perl, MXML, Dreamweaver, Flash, Flex, Gimp, Fireworks, Eclipse
Adobe Technology:	Dreamweaver, Flash Professional, Flex (now Flash) Builder, Fireworks, Spry, AIR
Software Platform:	Java SDK, J2EE
Networking and Network Management:	SNMP and CMIP, TCP/IP, HP OpenView, Custom Network and Systems Management Software
Bioinformatics and Healthcare Information Technology:	DNA Sequencing Software, Protein Gel Electrophoresis Framework, Adverse Events Reporting Systems, Laboratory Instrument API's (LabVIEW)
Programming Languages:	C and C++, Java, HTML, DHTML, PHP, PERL, XML, MXML, JavaScript, AS3, UNIX Shell Script, SQL, Pascal, Lisp, Prolog
Operating Systems:	UNIX (Solaris), HP, AIX, Linux (Red Hat), MS Windows (All Versions), Mac, OpenVMS
Databases:	Oracle, MySQL, RDB, Sybase, Access, OODBs
Computer Hardware:	Engineering Workstations, (SUN, HP, IBM), PC's, Storage Devices, Routers

PUBLICATIONS

Jett, G. (1991). *System management for the national airspace*. Federal Aviation Authority

Jett, G. (1992). *FAA standard for software conformance*. Federal Aviation Authority

Jett, G. (2005). *AERS II boundary document*. Food and Drug Administration

Jett, G. (2006). *AERS II system requirements specification*. Food and Drug Administration

GEORGE JETT

115 Mill Brook Road, Stamford, Connecticut 06902 (203) 249.9495 george.jett@yahoo.com

ADDENDUM OF PROJECTS HANDLED

Project Name: JSE Multisite Web Business

Role: Principal, Owner

Company/Client Name: Self

Time Period: 2007– Present

Software Used/Environment: Adobe AS3, Flash, Flex, Dreamweaver; LAMP, AJAX; Java, J2EE, Eclipse, Enterprise Architect

Location: Stamford, CT

Main Function/Objective: Manages day-to-day operations; provides advanced software designs in websites, life sciences software, and various web-based business systems; Leads multisite web business projects: web-based employment services; Pharmacovigilance consulting; healthcare IT software, multimedia websites.

Project Name: Adverse Event Reporting System (AERS) Clintrace

Role: Senior Application Systems Analyst

Company/Client Name: Progenics Pharmaceuticals, Inc.

Time Period: 2010–2011

Software Used/Environment: Oracle Clintrace AERS, Oracle Toad, MS Word

Location: Tarrytown, NY

Main Function/Objective: Carried out the provision of application support; management of functional enhancements and software procurement; and preparation of *ad hoc reports*

Project Name: AERS ArisG Regulatory Agency Prototype

Role: IT Director

Company/Client Name: Aris Global

Time Period: 2006–2007

Software Used/Environment: MS Project, ArisG

Location: Stamford, CT

Main Function/Objective: Led and executed prototype development and establishment of strategic business alliances toward corporate growth

Project Name: Adverse Event Reporting System (AERS)

Role: Program Manager

Company/Client Name: Food and Drug Administration

Time Period: 2004–2006

Software Used/Environment: MS Project, Rational RequisitePro

Location: Rockville, MD

Main Function/Objective: Administered requirements analysis and management of contract and project budget

Project Name: National Archives and Records Administration (NARA) Agency Desktop Migration

Role: Project Manager

Company/Client Name: National Archives and Records Administration (NARA)

Time Period: 2002–2004

Software Used/Environment: MS Project, Office

Location: College Park, MD

Main Function/Objective: Expertly managed and allocated the project budget and spearheaded a team tasked to perform upgrades for MS Windows, desktop, and server

Project Name: Agency Operations Contract

Role: Project Manager

Company/Client Name: NARA

Time Period: 2002–2004

Software Used/Environment: MS Project, Office

Location: College Park, MD

Main Function/Objective: Oversaw the execution of designated program and conducted proposal evaluation while serving as head of NARA IT Operations Contract Award Committee

Project Name: NARA CRMS Management

Role: Project Manager

Company/Client Name: NARA

Time Period: 2002–2004

Software Used/Environment: Siebel

Location: College Park, MD

Main Function/Objective: NARA CRMS provides national access to medical records for veterans. Rendered keen oversight on all project-related functions and activities

GEORGE JETT

115 Mill Brook Road, Stamford, Connecticut 06902 (203) 249.9495 george.jett@yahoo.com

Project Name: NARA Agency Webcast

Role: Project Manager

Company/Client Name: NARA

Time Period: 2002–2004

Software Used/Environment: MS Project, Office

Location: College Park, MD

Main Function/Objective: Piloted the integration of webcasting technology across the agency; interfaced with appropriate personnel to effectively negotiate contract toward business development

Project Name: 9-11 Commission Archive

Role: Project Manager

Company/Client Name: NARA, 9-11 Commission

Time Period: 2004

Software Used/Environment: MS Project, Office

Location: College Park, MD

Main Function/Objective: Assumed full responsibility in leading the overall project operations

Project Name: Electronic Record Archive Selection Committee

Role: Committee member

Company/Client Name: NARA

Time Period: 2003

Software Used/Environment: N/A

Location: College Park, MD

Main Function/Objective: Thoroughly reviewed and assessed project proposals; Participated in selections process

Project Name: Protein Electrophoresis Bioinformatics Framework

Role: Chief Architect

Company/Client Name: Large Scale Biology, Inc.

Time Period: 2001

Software Used/Environment: Java, C++, UML, CORBA; Oracle and RDB DB

Location: Rockville, MD

Main Function/Objective: Led software development team in building service oriented framework supporting main business

Project Name: Gene Sequencing Image Library

Role: Computer Scientist

Company/Client Name: Gene Logic, Inc.

Time Period: 2000

Software Used/Environment: Java, PERL, SQL, Oracle, HTML, JavaScript

Location: Gaithersburg, MD

Main Function/Objective: Developed image library that contained sequencing images

Project Name: Gene Sequencing Bioinformatics Framework

Role: Project Manager

Company/Client Name: Concept Five Technologies, Inc. and Smith Kline Pharmaceuticals

Time Period: 1998

Software Used/Environment: C++, CORBA, UML, HTML, JavaScript

Location: McLean, VA and King of Prussia, PA

Main Function/Objective: Developed service oriented bioinformatics framework to support gene sequencing operations

Project Name: Intelligent Network and System Management

Role: Team Lead

Company/Client Name: MITRE and US Army

Time Period: 1996

Software Used/Environment: Java, Lisp; HP OpenView, SNMP, CORBA

Location: McLean, VA

Main Function/Objective: Developed intelligent systems management application for management of Army Network Operations Centers (NOC)

Project Name: Aeronautical Telecommunication Network (ATN)

Role: Member of Technical Staff; Committee Chair

Company/Client Name: MITRE and FAA

Time Period: 1990–1992

Software Used/Environment: C, Solaris, X-Windows; SNMP, OSI, CMIP

Location: McLean, VA

Main Function/Objective: Led effort to develop network and systems management for international aeronautical telecommunications network; chaired international committee

Brian Swan
brian.swan@gmail.com

6246 Stanbury Rd
Parma, Ohio 44129
Email for phone number.

Senior Software Engineer

Creative professional qualified by 14 years of professional achievements in engineering database driven web solutions. I also have combined expertise in database design and server administration with exceptional abilities to deliver projects from conception through completion on schedule.

Qualification Highlights

- Technical knowledge of Linux and Microsoft OS platforms.
- Extensive object-oriented software engineering experience.
- Demonstrated experience with database driven application programming.
- Proven record of dealing with high-pressure, deadline-driven situations while maintaining a high quality of work.
- Recognized for a strong work ethic, integrity and excellence of work quality.
- Current primary language is PHP 5.3 with a Mysql 5.5. Other languages used: JavaScript, jQuery, C#, C++, Perl, FORTRAN and Turbo Pascal.
- Proven technical skills with technologies including SOAP, XML, MySQL, SQL Server, CVS, SVN, Git, MVC (Joomla, Zend Framework).
- Demonstrated skills with Joomla Content Management System from installation to administration and custom programming.
- Proven abilities with business to business and business to consumer applications.

Professional Experience

July 16, 2009
To Present

Glacial Energy, Inc
Electric and Natural Gas Supplier

5326 Yacht Haven
Grande Box 36
St Thomas, VI 00802
888-452-2425

Sr. Software Engineer

- Aided in the implementation and maintenance of a billing engine for 22 states for electricity and natural gas utilities.
- Developed and maintained high traffic, high availability systems which interfaced daily with ESG to provide transactions for dual billing, supplier consolidated billing and consolidated utility billing services.
- Developed a taxing engine built on Wolter-Kluwer's Tax Data that would cover all of the US for both gas and electric commodities.
- **Technologies used:** PHP 4/5, MySQL, HTML, jQuery, WAMP, LAMP, SVN, SQL Server, MVC architecture, Zend Framework, Gearman.

Jan 2005 To
Present

UsedBoatYard.com
Boat advertising provider

Cleveland, OH

CTO / Founding Partner – Lead Software Architect and Engineer

- Built and maintain development and live LAMP servers.
- Integrated inventory management with outside firms.
- Engineered database integrated search engine and website.
- Added Search Engine Optimization text, URLs and articles.
- Achieved page 1 in Google for targeted Used Boats and Used Boats for Sale.

- **Technologies used:** PHP 4/5, JavaScript, MySQL, XML, SOAP, CURL, CSV files, Linux, CVS, SSH, SEO.

**Sept 2007 To
June 2009**

IdeaStar, Inc
Online presence and application provider

**6161 Oak Tree Blvd
Independence, OH
800-766-2635**

PHP Developer

- Developed online applications to aid insurance companies to accept numerous types of products under numerous carriers online.
- Developed a Joomla Solution for content and product management for a mid-size insurance administrator.
- Participated in a team which developed a new system for multi-product management and multi-site management for Joomla.
- Managed source code from development through staging and live servers.
- **Technologies used:** PHP 4/5, MySQL, HTML, JavaScript, jQuery, SEO, Linux, Windows, CSV files, SVN, Joomla 1.0 and 1.5

**Dec 2006 To
Sept 2007**

United States Warranty Corporation
RV warranty provider

**7260 SOM Center RD
Willoughby Hills, OH
800-233-9878 (Dana)**

PHP Developer

- Engineered two e-commerce websites to offer service contracts direct to consumer. (RV and Asian Exports) <https://direct.uswceagle.com>.
- Integrated a system to enable promotional codes and discounts multiple sites.
- Developed a zero-interest recurring payment system that would allow consumers to pay for the contracts up to twelve months.
- Aided in the maintenance of the intranet which administered information on the service contracts.
- **Technologies used:** PHP 4/5, MySQL, HTML, JavaScript, SEO, Linux, Windows, CSV files, SVN

**Jan 2004
To May 2006**

Automotive Research Corp
Auto warranty provider

Cleveland, OH

Lead Programmer / IT Director

- Developed a unified authentication program utilizing LDAP, MySQL, PHP and C#.
- Managed NEAX 2000 phone system.
- Engineered and maintained intranet applications for contract maintenance, internet applications for selling contracts and extranet applications for B2B sales and maintenance of contracts.
- Maintained LAMP and Microsoft servers.
- **Technologies used:** PHP 4/5, MySQL, HTML, JavaScript, SOAP, XML, CURL, Linux, Windows, C#, CSV files, CVS

**Jan 2001
To Jan 2004**

Mortgage Information Services, INC
Title, escrow and closing aid for banks and agents.

**Cleveland, OH
(216) 514 – 1330**

Staff Programmer

- Interacted with national department heads to deliver solutions for B2B ordering and product delivery.
- Built MISQuickCheck which is an AVM (approximate value model) appraisal tool for home evaluation over the internet.
- Brought object-oriented programming to the web development department and helped increase output by implementing better coding standards and practices.

- **Technologies used:** PHP 3/4, MySQL, HTML, JavaScript, XML, CURL, Linux, Windows, CSV files, CVS

Education

**Jun 1996 – Jan
2001**

Michigan State University

East Lansing, MI

Chemical Engineering and Computer Science Major

**Jun 1991 - May
1995**

West Shore Community College

Scottville, MI

Associates of Science and Liberal Arts

Steven A. Jakab

550 W 45th Street, New York, NY 10036
steve.jakab@gmail.com • 340-998-7682 (C)

Summary of Qualifications

Fiscal Analysis & Forecasting	Due Diligence	Debt Financing
Capital Budgeting & Administration	Regulatory Compliance	Investor Relations
Investment Management & Trading	Relationship Management	Financial Modeling
Policy & Procedure Development	Revenue Cycle Management	International Operations

Professional Experience

Agera Energy, Briarcliff Manor, NY

9/2014 - Present

One of the largest independent retail energy marketers in the US, supplier of Natural Gas and Electricity in over 20 markets and 50 different utilities

Glacial Energy, St. Thomas, VI

Director of Treasury & Corporate Finance (5/2012 – 9/2014)

FP&A - Financial Analyst (10/2010 – 5/2012)

Billing Analyst (2009 – 2010)

- Corporate Finance & Treasury executive reporting directly to the CFO
- Managing the company's cash & debt requirements on a daily basis
- Performing fiscal forecasting to ensure company's obligations are met and in line with revenue goals
- Responsible for company's Treasury operations; Overseeing analysts and A/P staff to ensure daily disbursements are made and liquidity requirements are met
- Maintain revolving lines of credit and supply debt facilities to ensure they are operating within accepted lending parameters
- Initiated majority of the company's current lending and banking relationships
- Responsible for securing \$40M+ to cover counterparty collateral requirements
- Work with the FP&A manager on budget management, and revenue and cash flow forecasts based on performance analysis and operational results
- Analyzed market P&L's, identified cost saving opportunities, presented findings to upper management

During my tenure on the Finance team, the company achieved the following milestones:

- Successfully negotiated through a voluntary Chapter 11, asset auction, and helped close the asset sale to Agera Energy. Remained an integral part of the transition team helping move the operations to Agera.
- Negotiated with our Hedge Fund lenders to retire a \$32M debt facility, and replaced with a lower interest \$55M facility, significantly reducing interest burden on 2010 financials by \$2.5M
- Ran analysis and due diligence that led to successfully finding a strategic partner in EDF and closing a \$100M receivables purchase supply deal, retiring the \$55M debt facility saving another \$6M in yearly interest cost and opening up \$25M in operating cash availability on a monthly basis
- Responsible for diligence and reporting that led to Standard & Poor's initiating a company credit rating
- Identified one-time startup costs in newly opened markets and presented findings to our Ernst & Young auditors to receive a favorable quality of earnings report, recapturing \$11M in 2011 EBITDA
- Presented analysis of an energy efficiency company that led to a successful \$10M acquisition
- Established international banking and credit relationships to successfully help the company's expansion into 4 international markets (UK, Europe, Australia, New Zealand)

Enighed Condominiums (Sirenusa), St. John, VI

9/2007 – 9/2009

A \$110mm luxury residential development in Cruz Bay, www.SirenusaResidences.com

Assistant Project Manager & Project Controller

- Managed all project scheduling, estimating, and budgeting, including subcontractor management
- Managed budgets, cost reports, monthly cash flows to forecast accurate financing requirements on loan
- Oversaw A/P and payroll; responsible for IRS and local labor authority reporting and filings.
- Assisted in marketing, unit sales, owner relations, HOA management, permitting, bank closings, project financing, and managed design changes to adhere to budgets.

Last Atlantis Capital Management, St. Thomas, VI
(Fund of Funds Manager)

8/2006 – 8/2007

Options Trader (2007)

Business Development Manager (2006 - 2007)

- Equity Options trader utilizing a gray box system that sought arbitrage and matched market opportunities
- Developed trading techniques that best exploited the market's volume and volatility trends for profit while trading over 590k options contracts daily
- Developed new relations with potential private and institutional investors

Drury Capital, St. Thomas, VI
(Commodities Trading Advisor)

7/2005 – 8/2006

Client Services Associate & Compliance Officer

- Responsible for opening up a new Diversified Financial on/offshore fund by running due diligence, overseeing drafting of OM's and PPM's, as well as managing offshore administrators house holding the fund in BVIs
- Responsible for trade reconciliations and corrections, for due diligence process, updating investor materials, PPMs, OMs, Sub Docs, and answering due diligence questionnaires for potential investors
- Drafted and updated fund marketing materials, updated monthly performance information including in-house performance reports, ran new investor qualification and fund marketing compliance
- Published a quarterly investor's report based on macroeconomic and fundamental market data

UBS Financial Services

12/2001 – 7/2005

Operations Manager, St Thomas, USVI (9/2003 – 7/2005)

Client Services Associate, New York, NY (5/2002 – 9/2003)

HQ Branch Administrator, New York, NY (12/2001 – 5/2002)

- Responsible for branch SEC/NYSE compliance as well as corporate compliance standards
- Oversaw the creation of new accounts, transfers of accounts, reviewed equity, options, and commodity trades, trade corrections, all client correspondence and client due diligence
- Managed all daily fiscal operational matters, client-related and internal service issues
- Acted as a Series 8 manager, possessed Series 3, 7 and 63 licenses

Education

Fordham University, Bronx, NY
B.S. Finance
B.S. Marketing
Minor Economics

5/2001

Professional Licenses & Affiliations & Technical Skills

Held Series 3, Series 7 and 63 licenses

Co-Chairperson and Treasurer, **National Academy of Finance**, Charlotte Amalie H.S. – St Thomas, VI

Fluency in Hungarian and conversational in German

Great Plains software

Microsoft Office Suite

MS Excel modeling/forecasting

Maria Agovino
11 Jaffray Park
Irvington, NY 10533
magovino11@yahoo.com
203-981-0634

PROFESSIONAL PROFILE

Extensive experience in natural gas, power and oil markets with focus on scheduling, trading and market analysis with meticulous attention to detail, combined with results driven work ethics.

PROFESSIONAL EXPERIENCE

Agera Energy LLC
Scheduler/Analyst

2014-Present

Responsible for scheduling ISO-NE, MISO, ERCOT, NYISO, CAISO & PJM demand bids and internal bilateral transactions. Validate and coordinate settlement payments. Track various ISO costs and volumes. Compile data for RPS compliance. Potential back-up natural gas scheduler.

Major Energy Services LLC
Supply Analyst

2013-2014

Scheduled natural gas to various North East utilities based on forecast and requirements. Managed storage withdrawals and injections. Purchased daily swing volumes and trade imbalances. Involved with monthly baseload gas purchasing and capacity releases. Reviewed purchase confirmations, gas settlements and pipeline invoices.

Societe Generale Energy Corp.
Natural Gas Scheduler
RBS Sempra Commodities / Sempra Energy Trading Corp.
Natural Gas Scheduler

2011-2012

2007-2011

- Nominated and confirmed natural gas baseload and swing schedules on West Coast and Rockies pipelines (cross-trained on Gulf Coast, East Coast and Midcon pipelines).
- Traded up to 100,000 Dth/day of next day and intraday cash positions.
- Negotiated and bid for interruptible and firm physical pipeline capacity.
- Optimized up to 100,000 Dth/day of transportation on El Paso, Transwestern, GTN and PG&E pipelines and up to 2 BCF of PG&E storage assets.
- Negotiated park & loan agreements and managed imbalance services.
- Worked with team to optimize assets and customer deals throughout the West for maximum return on spreads. Communicated fuel rates, demand & commodity charges and reported maintenance outages & pipeline constraints to scheduling/trading team.
- Extensive knowledge of South West and California pipelines including constraints, maintenance and force majeure.
- Coordinated with gas marketers on the full requirements acquisition of up to 270,000 Dth/day of gas supply for affiliated generation company. Traded 100,000 Dth/day of gas supply for burn customers. Managed variable weekend burns. Built strong customer and pipeline personnel relationships.
- Set up user pipeline access and email notifications to promote efficiency and time management. Trained junior schedulers.

Sempra Energy Trading Corp.
Power Trading Analyst

2002-2006

Scheduled NYISO load bids and NYISO, NEISO & PJM ICAP transactions. GIS/GATS representative to track RPS compliance. Compiled causes of power outages/derates for various generators (gads data). Coordinated documentation with marketing, legal and credit departments for load RFPs. CAM Manager/Administrator to set up users with ISO web-based applications. Determined credit requirements with ISOs. Working knowledge of ISO Scheduling and Tagging Systems. Maintained the transmission congestion book. Submitted bids of TCCs, FTRs, TRs and TCRs in NYISO, NEISO, PJM, MISO, IMO and ERCOT. Queried best possible TCC and FTR paths based on historical cost and revenue. Realized earnings of \$3MM moving power from NY to Ontario in Summer 2002.

ISO Settlements Analyst
Contracts Administrator

2000-2001
1999-2000

RELATED EXPERIENCE

ESCO (Massachusetts), Inc.
Fuel Oil Operations Manager

1993-1999

Louis-Dreyfus Corporation
Crude Oil Contracts Administrator

1992-1993

AroChem Corporation
Treasury Supervisor

1988-1992

Phibro Energy Inc.
Positions Analyst-Refinery Group

1985-1987

EDUCATION

Iona College, New Rochelle, NY, B.B.A. in Business Administration

1987