

SCHEDULE L - TRAINING

11-X-21415 Telecommunication Equipment & Services

Training (Section 3.2.14)

Bidder to provide price list labeled Schedule L reflecting its Section 3.2.14 Training pricing.

All initial training of users is included with the initial pricing supplied. AV Business Communication Systems will comply with all requirements listed under Section 3.2.14.

Additional training after the initial installation will be priced at:

One Hour: \$75

Half Day: \$300

Full Day: \$600

Please review the attached resume of our Training Coordinator.

Virginia Nims

Sales Manager/Training Coordinator

Experience Summary:

I have over twenty-seven years of experience within the telecommunications industry both in equipment and services. My goal with each project is to discover how they are communicating with employees and constituents and then make recommendations to improve that process utilizing new technology. I have been working with Iwatsu Voice Networks since 1984 when AVBCS became an Authorized Distributor and have extensive knowledge of both past and present platforms.

My knowledge of the needs that were uncovered during the sales process will allow me to develop a training program that will provide each user with the knowledge they will require to utilize the benefits of the system.

I will meet with the project administrator in order to discuss with them fully all of the systems features in order to discover the specific needs of the individual departments and users. Once this is carefully reviewed, training schedules will be set up with users. All appropriate training guides will be provided to each user.

The project administrator will receive more in depth training and all administrative user guides.

As training coordinator, I will oversee all training required and appoint necessary AVBCS staff to provide a thorough program that will benefit all users of the system.

Work Experience:

AV Business Communication Systems, Voorhees, NJ 08043

856-428-7227, x237 | Fax: 856-428-1717 | gnims@avbcs.com | www.avbcs.com

Sales Manager - Responsible for new sales of telecommunications equipment and services to business, school districts and local government.

November, 2008 to present

Xtel Communications, Marlton, NJ 08053

October, 2002 to October, 2008

800-438-9835 | Fax: 856-596-8799

Account Executive: Primary responsibility to work with municipalities and school districts. Worked with over 100 NJ School Districts presenting to them evaluations of their telecommunication services with the ACT (Alliance for Competitive Telecommunications) Bid. Developed a relationship with the NJ League of Municipalities where Xtel was endorsed by them for over three years.

AV Business Communication Systems, Cherry Hill, NJ 08003
September, 1982 to September, 2002

During the twenty years of my employment at AV Business Communications, I worked as Office Manager where I developed a filing system, contract management and customer service procedures. Integrated a database program of customer equipment and service information with an accounting package. I was responsible for developing a leasing program and credit and collections.

As my knowledge of the equipment increased, I became responsible for presenting telecommunications solutions to new prospects and existing customers. I was responsible for management of the NJ State Contract Bid which we held for Iwatsu Voice Networks since 1994.

I have received extensive training regarding Iwatsu Voice Network's product line. Additionally, AVBCS has been a distributor for Avaya, Mitel, InterTel, Vodavi, Comdial, Alcatel and Macrotel.

Education:

Camden County College, Blackwood, NJ
Various business, marketing and computer courses – 1990-1992

Peirce College, Philadelphia, PA
Associate Science Degree – Business – 1968

Specialized Training:

Yearly training meetings held by Iwatsu Voice Networks
Monthly Marketing/Technical Webinars held by Iwatsu Voice Networks

References:

Howard Margulies, Chief of Communications & Information Sys.
Camden County Municipal Utilities Authority, Camden, NJ
856-583-1225 | howie@ccmua.org
Relationship: AVBCS Customer

Susan Tindal, Assistant School Business Administrator
Parsippany Board of Education, Parsippany, NJ
973-263-7200, x7220 | stindal@pthsd.k12.nj.us
Relationship: AVBCS Customer