VETERAN SOLUTIONS LLC

Secure. Documented. Mission-Ready.

IT · NETWORK · CYBERSECURITY SERVICES

Capability Narrative

Veteran Solutions, LLC provides **network support, NOC operations, help desk, IT service management, and cybersecurity compliance (CMMC Level 1 / FAR 52.204-21)** to government agencies, prime contractors, and small businesses from Waco, Texas. Established in 2019, the firm is led by a U.S. Army Veteran who holds **CompTIA Security+, Cisco CCST Networking and IT Support, and Google IT Support** certifications.

Core Competencies

- **Network Support (DG01):** network monitoring, alert tuning, Tier 1–2 troubleshooting, small-office network design and hardening
- **Service Delivery — ITSM & Operations Center (DD01):** NOC alerting and escalation runbooks, incident workflows; ITSM platform selection, migration, and workflow automation
- **End User Support — Help Desk, Tier 1–2 (DE01):** help desk and service desk procedures; AD/Entra and Intune integrations
- **Security & Compliance (DJ01):** CMMC Level 1 / FAR 52.204-21 readiness; NIST-aligned assessments, hardening, and documentation; email security (SPF, DKIM, DMARC, MTA-STS)
- **Application Development (DA01):** custom applications and secure websites

Our Experience

Feb 2026 – Oct 2026 · *Owner's role at Delta Electronics Americas (employer) — Technical Service Engineer*

Data center liquid-cooling deployment — Lubbock, TX

Led on-site commissioning of **740 coolant distribution units (CDUs)** across four data-hall sections; ahead of schedule at every phase and met the 80% milestone early despite a facility glycol spill and missing racks. **100% of commissioning reports filed**; wrote the site SOP at management's request.

Oct 2023 – Apr 2025 · *Owner's prior role at TrafInfo Communications — Tier 2 Operations Engineer, Shift Lead*

TxDOT traffic network (AT&T prime → TrafInfo subcontractor)

Monitored **4,000+ routers and 10,000+ fiber-connected devices** with a **95% remote resolution rate**. Recovered **48 of 50** cellular routers slated for RMA via serial console, avoiding **~$70K** in replacements. Promoted to Shift Lead within 3 months; trained all new analysts; authored 2 SOPs and reviewed 15; remediated 400+ CMDB records.

2026 · *Company project — Veteran Solutions, LLC*

VetSITREP — Veteran self-service status app

Built on **VA Lighthouse APIs** with OAuth sign-in to show claim, appeal, and service-history status in one place; verified end to end in VA's sandbox; production access request in progress.

More detail: **veteransolutionstx.com/government**

DIFFERENTIATORS

- **We practice what we sell:** our own domain runs DMARC p=reject, MTA-STS enforce, and DNSSEC/DANE, with an A+ security-header rating — verifiable in minutes.
- **No lock-in:** every project closes with a checklist sign-off and full handoff documentation of exactly what was done.
- **Spanish-speaking:** all services and documents are in English; we also speak and communicate in Spanish.

CORPORATE DATA

Veteran Solutions, LLC
dba Veteran Mobile Services

UEI JPYGVC6811J9
CAGE 89BR4
D-U-N-S 116994009
Entity Texas LLC, est. 2019
Work area On-site: Central Texas · Remote: nationwide
SBA profile search.certifications.sba.gov
Payment Credit cards & Government Purchase Cards (GPC) accepted
Registered SAM.gov · Texas CMBL

NAICS

541512	Computer Systems Design (primary)
541519	Other Computer Related Services
541511	Custom Computer Programming
541513	Computer Facilities Management
541690	Scientific & Technical Consulting

PSC

DA01 · DD01 · DE01 · DG01 · DJ01

CERTIFICATIONS

Texas VetHUB certified · NVBDC-certified SDVOB
Pending: NMSDC MBE

CONTACT

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