



**PROFESSIONAL SERVICES  
OF AMERICA, INC.**

Professional Services of America, Inc.  
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## CAPABILITY STATEMENT

PSA's Capability Statement is not designed like any other Capability Statements. It is a story about an economically disadvantaged young woman, Judy Sheppard, who was raised in poverty in rural West Virginia in 1989 and how Judy grew her company, Professional Services of America into a multi-million dollar corporation. The Capability Statement presents a historical depiction of PSA, and the services and the programs that PSA offers. The Capability Statement explains why PSA became one of the most highly respected companies in the private and public sector.

And finally we wanted the Capability Statement to provide an overview of Judy Sheppard's leadership skills grew PSA into a one of the most dynamic small businesses in today's marketplace. Perhaps former U S Senator John D Rockefeller, IV said it best when he said; "Judy has had a very distinguished career at Professional Services of America, Inc. Her company is well known for not just selling a product, but for her entrepreneurial skills. Judy has set the Gold Standard for all small business companies."

## PSA'S SERVICES

### STAFFING

Managed Staffing  
Flexible Staffing Solutions  
Executive Search  
Permanent Placement  
On-Boarding  
Contract Employees  
- Temporary  
- Temp to Permanent  
- Full Time

### SAFETY & TRAINING

Workforce Development  
Workplace Safety  
Earned Value Management  
E-Learning Capabilities  
Sexual Harassment  
Matter of Respect Training  
Six-Sigma/PMP  
Diversity Training  
Disaster Investigation

### CONTRACTED SERVICES

Executive Coaching Program  
Security  
Janitorial  
Business Support Services  
Project Management  
Database Management  
Pension/Benefit Management  
Site Development  
Conference Facilitation

### RECRUITING

Professionals including Doctors, Nurse Practitioners, Engineers, Chemists, IT, Financial Analysts, Accountants, Program Managers, Executives, Grant Writers, Administrative Personnel  
Bilingual Personnel  
Top Secret Clearance Personnel  
Oil & Gas Industrial Workers  
Subject Matter Experts

### CONTRACT CERTIFICATIONS & VEHICLES

- SBA Certified Economically Disadvantaged Women-Owned Small Business (ED WOSB)
- Native American (Cherokee Tribe)
- WBENC Certified Women's Business Enterprise
- SeaPort-e Prime Contractor N00178-14-D-7457
- HUBZone (Pending) Approval date projected May 30, 2015

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## PROFESSIONAL SERVICES OF AMERICA, INC.

### BACKGROUND

Professional Services of America, Inc. (PSA) is an unbelievable success story. It is a unique account of how an economically disadvantaged young women started a small business in Parkersburg, West Virginia in 1989. Over the last twenty-six years, PSA has built a solid reputation for Human Resource Management primarily focusing on staffing in the corporate world. Judy Sheppard, PSA's President and CEO is the chief architect and brains behind PSA. In early 2004, as the nation's economy began to decline, Judy was one of the first CEO's to recognize that in order for PSA to reach the pinnacles she desired, she would have to modify our business strategy. This was not an easy decision because PSA had been highly successful in the corporate world. But with the economy taking a downturn, she recognized it was time to pursue new marketing opportunities.

Since the United States government is the largest purchaser of services and supplies in the world, it was obvious and made sense to seek additional business from the federal sector. This strategy opened up a whole new world for PSA. The following pages describes the details of how Judy Sheppard built PSA into one of the best small businesses in today's marketplace.

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## PSA's COMPETITIVE ADVANTAGES

### **ADVANTAGE NUMBER ONE LEADERSHIP - JUDY SHEPPARD, PRESIDENT AND CEO**

In every successful company you find a good management team that is led by a top executive. Judy Sheppard has served as PSA's President and CEO from its inception. Judy's dynamic leadership skills graphically demonstrates her abilities to grow and manage businesses. Her wisdom, foresight and entrepreneurial skills far exceeds any obstacles that might stand in her way. Her many achievements has built an outstanding record of past performances. Judy's work ethic, business experience, expertise, vibrant personality and positive attitude have been and continue to be invaluable assets in aiding her to capture federal and private sector clients and contracts.

Unquestionably, Judy Sheppard is the heart, the sole and the chief architect of the business strategy for PSA.

In addition to the above, Judy is truly an amazing person. She is a dynamic leader who was born and raised in poverty in rural WV. She has received numerous honors and awards for her entrepreneurial skills. As a small economically disadvantaged woman-owned business, Judy has the intelligence and ability to make instant decisions. No is simply not in her vocabulary.

Federal agencies, as well as private companies quickly learned that Judy's "can-do attitude" and "thinking outside of the box" made her the "go to person" when they have a requirement that no one else can fulfill. Judy's years of experience in the corporate world provides her with a "competitive advantage" over other small businesses. However, she also knew that in order for PSA to be truly successful and to meet her ambitious goals of obtaining new clients, major changes needed to be made.

As stated previously, Judy is a tireless worker. A couple of her biggest supporters are her clients such as the Armed Forces Retirement Home and the US Department of Energy in the Federal sector and Constellium Rolled Products in the private sector. Please call us for contact information. She is blessed by having unbelievable marketing skills. See additional listings later in this document.





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## COMPETITIVE ADVANTAGE NUMBER TWO STRONG MANAGEMENT TEAM



### PSA'S MANAGEMENT TEAM – Judy Sheppard, RV Buddy Graham, Brent Clark, Andrew Lore

The first item on Judy's agenda was to build an outstanding management team by adding professional staff that shared her management philosophy and vision. Judy selected R V Buddy Graham to serve as PSA's Senior Vice President and Chief Operating Officer. Mr. Graham is a top level professional who has worked extensively with the private and public sector agencies.

He has over 35 years of experience in economic development and is proficient in structuring and managing projects. He is highly respected for his ability to analyze complex situations to determine the most cost efficient methods of overcoming the difficult challenges facing PSA's clients in today's economy. His expertise in strategic planning has enabled him to customize each individual situation into win-win opportunities for all parties involved.

Judy and Buddy immediately crafted a strategic plan to restructure PSA's marketing as well as the organizations internal management. The plan confirmed that in order for PSA to meet their new goals that PSA needed to add at least one more person to compliment Judy and Buddy's skills. PSA selected Brent Clark as Vice President of Business Development.

Mr. Clark has over 22 years of experience in financial/program management and economic analyses of high technology research & development projects. This includes financial management, cost analysis, cost-benefit analysis, cost and schedule performance analysis, life cycle assessment preparation, development of software designed to support decision tools that are used to implement business process reengineering and strategic planning. He also has an extensive background in computer software, database design and maintenance, and an understanding of sound business practices requiring accountability through consistent, uniform reporting. His experience includes contract In addition to the above, he is highly respected by the Department of Energy for his project management and writing skills on the COOP Plan as well as his support to US DOE HQ providing assistance to DOE LM to maintain their designation as a High Performance Organization.

As new business opportunities continued to accelerate, it was obvious that PSA needed to hire a skilled Project Manager to work in Federal programs. Andrew Lore was hired as a Project Manager. Andrew had already proven his value on several US DOE Projects including the 3161 Workforce Restructuring project. He is experienced in organizational development, process improvement, training, and implementation practices. Andrew will provide program and project oversight, be part of the negotiations teams, in addition to managing and overseeing staff and program tasks on various projects. He has a basic knowledge in VPN, VMWare, Cloud Integration, Cisco Switches, LAN Infrastructure, Coax and Fiber Optic, PC installations, and Audio/Video spec, installation, support and troubleshooting.

PSA is fortunate to have two of the most dedicated and caring individuals to lead the recruiting division John Doan and Cindy Miller. Collectively they have over 74 years of experience in recruiting. PSA maintains a proprietary database with thousands of candidates in multiple disciplines. However, in today's ever-changing world of business and technological advances, PSA believes that although technology is important, it is not really what determines the success or failure of a project, or an organization... **it is the people**. Although we have access to many state of the art tools, our success comes down to identifying the right person for the right job. Our professional staff works with each client to develop and define job requisition scopes, skills and education requirements, and prior work experience qualifications.



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## COMPETITIVE ADVANTAGE – PSA CONTINUES TO ADD Programs

Judy Sheppard, always the entrepreneur, reviewed the marketing opportunities that were being offered in the Federal and private sectors and decided to add new programs to increase PSA's marketing capabilities. With a new staff and vision in place, PSA is now ready to meet our customers' demands. Some of the new programs PSA included were as follows: **New Teaming Partners, New Joint Venture Alliances, new IT and Engineering Alliances, additional Executive Coaching Programs, New Business Support Services, a Strategic Planning and Program Management Division** with an additional emphasis on PSA's excellent **Managed Staffing Services Program**.

These changes when added to the original programs opened up a wide variety of complimentary services. It also dramatically changed the corporate structure from being just a staffing company to a dynamic proactive company that is ready and willing to meet and fulfill each of our clients' needs.

It is a well-known fact that PSA has a long and successful history of providing private and public sector staffing. Many of our Contract Employees are former Federal or industrial employees. They bring an intimate understanding of the management structures, communications protocols, and the corporate policies and procedures of an agency. Collectively, these individuals are able to establish instant rapport with Senior Executive Service (SES) principals at all management and staff levels.

| PSA'S PROGRAMS                  | CLIENTS                  | CLASSIFICATION        | LOCATION                    |
|---------------------------------|--------------------------|-----------------------|-----------------------------|
| RECRUITING                      | 75 Clients               | Federal and Corporate | CONUS                       |
| MANAGED STAFFING PROGRAM        | 5 Clients                | Federal and Corporate | CONUS                       |
| EXECUTIVE COACHING              | US DOE HQ'S              | Federal               | CONUS                       |
| ELECTRONIC MEDICAL RECORDS      | Armed Retirement Home    | Federal               | Washington DC, Gulfport, LA |
| BUSINESS SUPPORT SERVICES       | US DOE LM, US DOE HQ     | Federal               | Washington DC               |
| WORK FORCE TRAINING             | US DOI, NETL             | Federal               | Washington DC               |
| ADMINISTRATIVE SUPPORT          | BPD now BPS              | Federal               | Washington DC, WV           |
| GRANT SUPPORT/ADMINISTRATION    | African Foundation       | Federal               | Washington DC               |
| ADMINISTRATIVE SUPPORT (SECRET) | FINCEN                   | Federal               | Washington DC               |
| JANITORIAL                      | Vet Admin., Constellium  | Federal and Corporate | WV                          |
| STAFFING                        | West Virginia University | Morgantown, WV        | WV                          |
| FACILITIES MANAGEMENT           | 7 Clients                | Federal and Corporate | CONUS                       |
| ENGINEERING                     | Terradon, DuPont         | Corporate             | WV, Ohio, Kentucky          |
| PROJECT MANAGEMENT              | DOE LM, DOE HQ           | Federal and Corporate | Washington DC, WV           |
| CONTRACT MANAGEMENT             | US DOE HQ                | Federal               | Washington DC               |
| MEETING FACILITATION            | US DOE                   | Federal and Corporate | Washington DC               |
| STRATEGIC PLANNING              | US DOE                   | Federal               | Washington DC, WV           |
| PROGRAM CERTIFICATION           | Mylan, HUD               | Federal and Corporate | CONUS                       |
| SOFTWARE MANAGEMENT             | IBM, DISA, HUD           | Federal and Corporate | Maryland, WV, SC            |

Above is a sampling of PSA's programs and Clients. Please call us for more details on any program.



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**PLEASE NOTE:** Space does not permit us to provide all the details for all of the programs that PSA provides. Plus, some of the information is proprietary to PSA or to our clients. However we have elected to provide a brief overview of a few of PSA's newer programs that our clients have embraced. For additional information on any the program, please call Judy Sheppard, Buddy Graham or Brent Clark at (304) 485 1282.

## **A BRIEF SAMPLING OF PSA NEW PROGRAMS**

### **EXECUTIVE COACHING**

PSA's private and public sector clients are excited about the unique Executive Coaching Program PSA has developed. The program is structured to afford an organization's Top Level Managers the opportunity to pursue professional and personal development in a confidential and collaborative one-on-one setting. PSA's Executive Coaching Program is a uniquely designed leadership enhancement program that is created to build a relationship between two equals: an "Executive Participant" and a "Professional Coach." The two professionals work closely together over a specified period of time to facilitate learning, personal growth, increased self-awareness, and to achieve specific professional or developmental goals of the Participant. The program typically is completed in a six to 12 month period of time but can be adjusted to fit the executives' schedule. A key element in making PSA's executive coaching work is ensuring the participant and coach agree on specific metrics that will be used to assess their coaching progress. PSA maintains a database of professionally certified coaches to match the executives' skills. The coaches are made available to the Top Level Management Participants at an organization's headquarters or in field offices throughout the United States. Many of the Federal agencies have inquired and are using PSA's Coaching Program. Call Judy Sheppard for more information on the program.

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### **FACILITY SUPPORT SERVICES.**

PSA is being more and more widely recognized as the company that can accomplish the toughest tasks. This reputation has grown partly because of PSA being a quality provider of Facility Support and/or Business Support Services. PSA provides our clients a thorough analysis of each project in order to determine what and how to provide the support to enhance the ongoing operations of our clients'. Our customers quickly recognize our ability to provide quality and cost efficient support. Our total staff is well-trained and operate in a safe, effective manner. Our Facility Support Services include the following:

- Business Support Services
- Records Management
- Business Management
- Engineering
- Security
- Janitorial Grounds Maintenance
- IT Infrastructure Support
- Environmental Safety & Health
- Stakeholder Support
- Training
- On-site Medical and Emergency Management
- Property Management
- Fleet Management
- Mailroom/Shipping Operations
- Human Resources Support



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## **MANAGED STAFFING PROGRAM**

PSA's Managed Staffing Program (MSP) allows companies or agencies to operate more efficiently by contracting their Human Resource Division to PSA. The program affords PSA's clients' the opportunity to concentrate their efforts on improving their core business capabilities. This will allow the company or agency to cut the high costs of maintaining an HR division. It affords PSA's clients a greater likelihood of providing the right person for the right job especially if the client is looking for top-level executives or a specialty-skilled employee. Drawing from a larger pool of candidates enables the client to select top-notch employees in any industry. PSA's "Managed Staffing Program" also provides a tremendous benefits to Federal Agencies by providing them with many of the same benefits as industry. Many of the Federal agencies have utilized PSA's Professional Recruiter services to obtain faster and quality access to workers with hard-to-find skill sets.

For many, the use of Managed Staffing Services, such as PSA offers will be the most cost-efficient method to move forward. In many cases it is more cost effective for companies to outsource all or at least a percentage of their workforce to help reduce their costs. This includes unemployment and healthcare expenses. Certainly, it is much quicker to staff up and staff down a workforce by using PSA's value added services.

"One good thing about all the changes that PSA is experiencing right now, there are many talented people who want to work. PSA is finding that our clients are able to hire well-qualified talent for their companies much faster and much easier than ever before." In the future, we will see as much as 25-35% of the workforce made up of retirees who have retired and are going back to work. In fact, we are seeing this in several industries in West Virginia right now.

## **PROGRAM AND PROJECT MANAGEMENT**

Successful program and project management requires integrated solutions customized to address the unique cost, schedules, and technical requirements and/or challenges of each program or project. PSA's experienced staff understands these challenges. PSA has a proven track record of assessing client needs and bringing together the right people, processes, and tools. PSA's program and project management support services incorporate proven best practices that include project planning, project execution, staffing, and budget oversight and control.

PSA's Senior Management Team works closely with the top management at the Federal agencies and private industry to create a strategic plan to offset any additional costs. The many years of experience of each of PSA's teams has provided the client with a "Competitive Advantage" that includes forecasting future staffing needs that proactively stockpiles our database with specialized talent.

One of the big changes we have made today is that we changed from "providing people" to becoming a partner with Federal agencies and industry. With all the new technology available, we have formed several virtual teams to work together on special projects. Our Virtual Teams were formed to work on projects and assignments from all over the globe.

PSA provides clients with the top Subject Matter Experts (SME) and certified Project Management Professionals (PMPs) in the industry that are ready to assist in the following areas:

- Earned Value Training
- PMP Boot camps
- Risk Analysis/Corrective Action Plan Development
- Independent Project Analysis and Reviews
- Financial System Integration
- Project Scheduling/Cost Estimating



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## **JUDY SHEPPARD/PSA HONORS AND AWARDS**

Judy has received a very impressive lineup of honors and awards. For example, she was honored as the Ernest & Young Entrepreneur of the Year in 2003. The following year, she was selected by SBA as the Minority Entrepreneur of the Year. In 2005 she was selected by SBA as the Small Business of the Year, and SBA selected her as SBA Women in Business Champion in 2006.

She was honored as one of the “50 Most Powerful Minority Women in Business” at the Ritz-Carlton Hotel in Washington, DC and featured on the cover of the May/June 2010 issue of the *MEA Magazine*. This is a notable achievement since Judy is the only woman from West Virginia to ever have won this designation. In 2010 at a luncheon in Chicago, American Express named Judy as the Teaming Contractor of the Year. A partial list of her awards are listed below.

- 2015 PSA was awarded a contract with DOE HQ’s to provide Executive Coaching to DOE’s Top Management Exec’s.**
- 2014 PSA was recognized by the US DOE for their collaboration on updating the DOE COOP plan.**
- 2013 Trail Blazer Woman of the Year Ohio River Valley Women Business Enterprise**
- 2012 SBA Selected Judy Sheppard as “Region 3 Minority Person of the Year”**
- 2011 SBA Selected Judy Sheppard as the SBA “Small Business Person of the Year”**
- 2011 Honored by the Euro-American Council for Contributions to Economic Development**
- 2010 Judy Sheppard, National Teaming Contractor of the Year, American Express (Chicago)**
- 2010 Judy Sheppard, Selected as one of the 50 Most Powerful Women in the USA – M&E**
- 2008 Judy Sheppard, Honorary Degree - West Virginia University - P**
- 2008 Judy Sheppard, Women's Business Enterprise - SE Business Woman of the Year**
- 2007 Judy Sheppard, Inducted in West Virginia's Who’s Who Hall of Fame**
- 2006 Judy Sheppard - SBA Women in Business Champion**
- 2004 Judy Sheppard, WV MDC Female Entrepreneur of the Year**
- 2003 Ernst & Young Selected Judy Sheppard as “The Entrepreneur of the Year”**



Judy Sheppard, President and CEO of Professional Services of America received the Artemis Award from U S Congresswoman Carolyn Maloney (D-NY) of the Euro-American Women’s Council at 15<sup>th</sup> Annual Awards Ceremony at the Rayburn House Congress Building. The EAWC honors women and men leaders from around the globe for their distinguished achievements. The Award pays tribute to individuals from the fields of business, politics, medicine, sports, academia, science, arts and culture whose achievements have decisively contributed to the growth and advancement of societies on a national and international scale. Ms. Sheppard was selected as the 2011 recipient from the United States for her distinguished leadership and commitment to assist women in business.



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## PSA MAINTAINS CONTRACTS OR SUBCONTRACTS WITH 27 DIFFERENT FEDERAL AGENCIES



## PSA'S CORPORATE CLIENTS INCLUDE MANY OF THE TOP COMPANIES IN THE WORLD







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## **PROFESSIONAL SERVICES OF AMERICA, INC. CLOSING SUMMARY**

We have endeavored to provide you with an overview of Professional Services of America's (PSA) past, present and future. There are many challenges and opportunities for employers in today's business environment. Massive healthcare reform, talent scarcity in many fields and the increasing need for excellent customer service at all levels of the organization are concerns on every business leader's mind right now. As we move forward, businesses need to develop relationships with workforce partners to enable them to find more creative, on-demand solutions.

PSA is committed to creating "Teaming Agreements or Partnerships" with our clients in the Federal Sector, as well as in the Business and Industry Sector to become more effective and cost efficient.

PSA's expertise in Human Resource Management allows our clients to cut their costs significantly by outsourcing their human resource requirements to PSA. In all cases, PSA will fulfill the ever increasing demands placed on companies today to comply with the government's requirements.

**PSA is positioned for success. Please join our team.**



**CALL JUDY OR MEMBERS OF THE PSA TEAM TO GET ONBOARD TO MOVE FORWARD.**

**FOR MORE INFORMATION ON ANY OF PSA'S PROGRAMS OR SERVICES, CALL JUDY SHEPPARD, BUDDY GRAHAM OR BRENT CLARK AT (304) 485 1282.**