

# BRIAN S. PAULS

TECHNOLOGY EXECUTIVE

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Prairie Village, KS



<https://bit.ly/30LvRZF>



## PROFESSIONAL PROFILE

Results-focused IT leader with extensive background encompassing technology planning, engineering, implementation, and management.

Committed to staying on the leading edge of new ideas, concepts, and technologies. Motivated to lead and influence others in achieving high quality results to align with overall business goals and mission.

## EDUCATION

BACHELOR OF ARTS //  
COMMUNICATION ARTS  
Bethel College  
North Netwon, KS  
1988-1992

## SKILLS

### PROFESSIONAL

Strategic Planning

Full-Cycle Project Management

Network Business Continuity Auditing

Technical & Application Standards

IT Governance Process

Technical Vision & Leadership

Technical Specifications &  
Project Design

Best Practices

Teambuilding & Leadership

Standards & Process Development

## WORK EXPERIENCE

### DIRECTOR OF MANAGED SERVICES

Choice Solutions | Overland Park, KS | 2017 – Present

Leads Managed Services department of more than a dozen engineers in administering and maintaining multiple customer networks 24x7.

- Implemented SLA-based ticket resolution process, reducing SLA violations from 400 to zero.
- Established and led documentation committee in implementing IT Portal documentation database.
- Staffed Managed Services department for full 24x7 schedule.
- Designed and implemented multi-year technical training and certification tracks for all technical teams.
- Worked with Human Resources department to develop new four step hiring process including initial interview, technical interview, culture-fit interview, and job fit assessment.
- Worked with external partner to implement PXT Select job-fit assessment tool to support new hiring process.
- Worked with human resources technology provider to develop performance tracking and quarterly review system based on values, soft skills and technical skills
- Worked with Technical Account Managers to define their role and to revise customer cadence process to better communicate vital information to customer contacts on a regular basis.

### SERVICE DELIVERY MANAGER

Umbrella Managed Systems | Kansas City, MO | 2016 – 2017

Following merger of PerAspera Consulting, LLC with Umbrella Managed Systems, oversaw integration of former PerAspera customers into Umbrella operations:

- Identified upcoming IT strategy priorities for former PerAspera customers.

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## SKILLS

### TECHNICAL

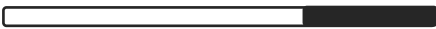
Amazon Web Services



Linux CentOS



Microsoft Windows 2016, 2012, 2008 R2



Microsoft Office 365



Dell PowerEdge Servers



## CERTIFICATIONS

Citrix Certified Sales Professional

Veeam Technical Sales Professional

Unitrends Certified Associate

ConnectWise Project Manager

ConnectWise Automate Associate

## EXTRAS

Leadership Overland Park, Class of 2009

Board Member, Arts & Recreation  
Foundation of Overland Park, 2014-2015

## EXPERIENCE CONTINUED

- Created recommendations regarding upcoming IT strategy priorities and obtained customer approval to proceed with implementation.
- Implemented Veeam Backup and Replication in VMWare ESXi 6.0 environment.

### OWNER

PerAspera Consulting, LLC | Overland Park, KS | 2006 – 2016

Built organization providing IT management for businesses in the Kansas City area.

- Developed IT management processes for all customers.
- Conducted IT strategy discussions with customer management teams to set IT priorities.
- Developed and carried out Network and Business Continuity Audit process for multiple customers.
- Implemented network, server and backup strategy for major customers.

### NETWORK ANALYST & PROJECT LEADER

Midland Loan Services, Inc. | Overland Park, KS | 1998 – 2006

Responsible for integrity of network management processes. Supported and improved existing network infrastructure.

- Performed problem analysis, identified root causes and outlined resolution options. Developed test cases/plans to verify successful implementation of system enhancements.
- Participated in network disaster recovery planning, including full testing at hot site.
- Carried out primary responsibilities to fulfill requirements of SAS70 audit, including collecting data requested by auditors and developing processes to make such collection easier in the future.

## REFERENCES



BRAD HORSLEY  
CHIEF TECHNOLOGY OFFICER  
Choice Solutions  
913 – 568 - 7805  
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HEATH STOVER  
CHIEF OPERATING OFFICER  
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