

# Paul Bailey

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## Technology Executive ▪ start up divisions ▪ business turnarounds ▪ high-growth ▪ shared services models ▪ off-shoring

**STRATEGIC BUSINESS DEVELOPMENT**...20 years of experience implementing business plans that establish strategic direction and forecast revenue growth and profitability for public, private, small cap, and Fortune 100 companies; have managed technology function as internal resource and external vendor in multiple verticals.

**TRANSFORMATIONAL LEADERSHIP**... Adept at communicating the business case to achieve buy-in from all stakeholders to re-brand technology offerings, expand solution footprint, and penetrate new markets.

### Core Competencies

- Business Process Reengineering
- Infrastructure Development
- Post M&A Technology Integrations
- Strategic Partnerships
- Consultative Sales
- Pipeline Development
- Vendor Management
- Client Servicing
- Staff Management
- Talent Acquisition/Retention
- Contract Negotiations
- P&L Management

### Professional Experience

#### TECH SYSTEMS, INC. / INVUS DESIGN (previously MicroBox Inc.), Raleigh, NC, 2004 to Present

**DIRECTOR, PROFESSIONAL SERVICES**  
TECH SYSTEMS, INC., 2006 TO PRESENT

**SVP, SALES AND OPERATIONS**  
MICROBOX INC., 2004 TO 2006

Originally recruited to MicroBox to launch professional services practices. These practices were acquired by Invus Design who was later bought by Tech Systems, Inc. Tapped by Tech Systems to expand and manage their technology solutions group services organization. Build service delivery practices that align with technology sales and develop IT infrastructure solutions that address clients' unique information technology and business challenges. Initiated partnerships with leading IT vendors including Sun, IBM, and HDS. P&L: \$22M; Staff: 62; Vendor Management: 75 relationships

#### BUSINESS DEVELOPMENT

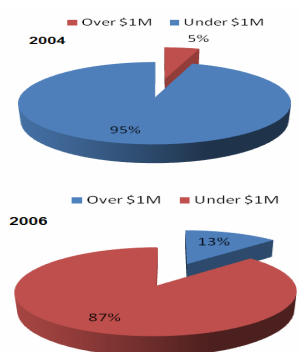
##### Tech Systems

- Propelled professional services sales from \$1M to \$10M in just 2 years by developing the business strategy and execution plans to transform a hardware-focused business model into a consultative solutions-oriented company.

##### MicroBox Inc.

- Surpassed 2-year sales goal by 62% and achieved a 112% increase to \$7.2M in sales; transformed a small, privately owned IT services firm with a pure staff augmentation business model into a solutions-oriented firm.
- Transitioned business development focus from small (accounts under \$1M) to mid and large cap (\$1.5B to \$250B accounts) and added a dozen new accounts in less than 2 years.

MicroBox Account Shift



#### INFRASTRUCTURE OPTIMIZATION

##### Tech Systems

- Following Tech Systems' acquisition of a non-profitable business, created the business case and infrastructure reengineering that enabled a \$25M acquisition write-off while retaining 75%+ of professional services revenues and trimming headcount by 85% (from 60 to 10).
- Successfully scaled company that had rocketed from zero to \$300M in revenue in 8 years by spearheading creation of firm's leadership council. Streamlined processes exponentially and created a forum for sharing company best-practices.
- Garnered discounts that translated into millions of dollars in savings by ensuring sales team maintained highest levels of certifications on vendor products.

## MicroBox

- In 15 months, created the data management and storage and infrastructure services (Linux, Grid Computing, and Enterprise Windows) practices. Built the infrastructure to support the transition; hired staff, forged technology partnerships, created sales pipeline, developed marketing collateral, and fostered credibility in the market.
- Boosted operational efficiencies substantially by implementing new systems and technologies to streamline accounting and recruiting functions; developed design and content for a new corporate website.

## SJS SYSTEMS, Raleigh, NC, 2000 to 2004

### PRACTICE MANAGER, 2003 TO 2004

### ENGAGEMENT MANAGER, 2001 TO 2003

Oversaw professional services sales and delivery organization for the southeast communications market area. Carried a \$19M goal in support of Bel-Tel, Verizon, and Lucent accounts. Supported entertainment and media accounts including Sony, Time Inc, Time Warner Cable, and McGraw Hill. Led team of 7 sales managers, 6 architects, and 2 administrators.

### CONSULTATIVE SALES

- Gained buy-in to transition from a hardware sales organization to a more strategic and lucrative solutions-based consulting model. Repositioned brand to encompass new services and successfully sell into Fortune 100 companies. Initiated numerous partnerships with hardware/software vendors, consulting firms, and resellers.
- Accelerated revenues from \$1M to \$8M annually and exceeded revenue goals by 200% annually; formally recognized for achieving the highest services sales revenue in the Americas for a single account.

**KEY SALES**  
\$4M MULTI-YEAR CRM PLATFORM  
**LUCENT**  
350-SEAT CLIENT CALL CENTER  
**RCN CABLE**  
\$3M E-COMMERCE SITE OVERHAUL  
**SAMSUNG**

### OPERATIONAL HIGHLIGHTS

- Achieved more than 98% forecasting accuracy by improving processes for tracking opportunities and revenue.
- Part of a task force charged with developing several management development initiatives including competitive benchmarking, goal setting, and career planning.

## TEL-BEL, Raleigh, NC, 1990 to 2000

Progressed through a series of management positions supporting software development and overseeing operations for mission-critical systems. Proposed, procured, and delivered complex IT solutions to the business and internal operations. Managed vendor relationships with Oracle, Sun Microsystems, Hewlett-Packard, EMC Corporation, and Andersen Consulting. Managed staff of 150.

### HIGHLIGHTS

- Following Tel-Bel's divestiture, realigned business processes and time-to-market goals to achieve best practices and cut cycle delivery time in half (from 12 weeks to 6 weeks).
- Named Tel-Bel's technical ambassador to Oracle Corporation following the success of a ground-breaking large-scale enterprise database solution that consolidated operational data for business customers.
- Developed/executed plan to off-shore Tel-Bel customer account data management applications to India following outsourcing initiative in 2000.

**CAREER PROGRESSION**  
PROMOTED 6 TIMES DURING 10-YEAR  
TENURE AND BECAME ONE OF THE  
YOUNGEST EMPLOYEES TO ATTAIN THE  
DIVISIONAL MANAGER TITLE.

*Between 1986 and 1990, held technology support positions at UBS and IBM.*

## Education

**BACHELOR OF SCIENCE IN COMPUTER SCIENCE, DUKE UNIVERSITY, Durham, NC, 1986**