

Brian Probus

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Summary

Experienced, innovative, and reliable technology professional with over 15 years in systems and software solutions, team leadership, and project management. I strive to balance communication and management skills with technical knowledge to provide a well rounded candidate with the ability to work across operational and executive teams effectively. Driven by a lifetime pursuit of knowledge and understanding, a strategic mindset, strong security fundamentals, and an entrepreneurial spirit, I maintain a strong focus on adaptability and creativity to inspire myself and others to perform at maximum potential.

Experience

QSR Automations / Manager, Implementations

September 2015 - Present, Louisville, KY

Mentor, coach, and develop a team of 5 Product Specialists integrating SaaS software into clients' POS/network environments

Consult with internal teams to communicate and monitor customer escalations and enhancement requests for product improvement in Agile development environment

Support project teams by providing leadership and technical assistance throughout implementation process

Guide customers and vendors through creating full-scale technology solutions, benefitting restaurant operations

Introduced improvements to project planning, leading to a 30% decrease in onboarding time

Frauenshuh Hospitality Group / Manager, Information Technology

March 2011 - September 2015, Louisville, KY

Managed a team of 3 IT Specialists responsible for upkeep of systems at 150 quick service restaurant locations throughout the midwest and southeast US

Implementation and deployment of LAN networks, POS systems, firewalls, wireless gateways, digital signage, payment hardware, surveillance equipment

Led disaster recovery effort following large scale malware attack

Created initial company-wide IT Policy Guidelines

Responsible for auditing and managing company's PCI compliance standards

Mastoras Ventures / Specialist, Information Technology

September 2009 - January 2011, Louisville, KY

Maintain technology for high volume restaurants, event venues, and catering business

Troubleshoot, support, and maintain network, office, firewall, and POS equipment across multiple locations

Support and maintain company Active Directory

Education

Western Kentucky University / BS, Computer and Information Technology

August 2018 - December 2019, Bowling Green, KY

magna cum laude

Jefferson Community & Technical College / AAS, Computer and Information Technology, Information Security

January 2015 - May 2018, Louisville, KY

Unanimous selection for 2018 CIT Program Coordinator Award

Honors with High Distinction

Certifications

A+ – December 2015

Computer Technician – May 2016

Cisco Networking Associate – December 2016

Cisco Networking Enhanced Certificate – May 2017

Security + – December 2017

Information Security Specialist – December 2017

Volunteer Projects

Lower Ohio River Waterkeeper / Board Secretary

March 2018 - March 2021, Louisville, KY

Ramsey Middle School / Head Basketball Coach

September 2019 - Present, Louisville, KY

Wheeler Elementary School / Head Basketball Coach

September 2016 - December 2018, Louisville, KY