

STEPHEN M. PAULSEN

540 Lafayette Avenue NE, #2 ▪ Grand Rapids, Michigan 49503
(812) 797-0900 ▪ proscenium@mindspring.com

Dedicated and insightful manager, teacher, and problem solver skilled at defining strategic direction and executing to achieve business objectives in the face of rapidly changing conditions. Operates under the ideology that technology is a tool best used to leverage the skills and natural assets of an organization in order to achieve its goals. Areas of expertise:

- Technology infrastructure design, implementation, and maintenance
- Fundraising and ticketing software systems configuration, utilization, and support
- Database marketing strategies for successful customer cultivation
- Traditional and new media communications for outstanding customer support
- Project, staff, and special event management

EMPLOYMENT SUMMARY

CBiz Network Solutions, *Field Service Technician* **2005 – 2009**

On-site management and technical support for over 50 Edward Jones Investments offices for CPUs, hubs, routers, servers, ups, cabling, and company infrastructure.

Implemented several Edward Jones technology upgrades at the Branches including workstation OS upgrade, server-based to server-free office networking, and satellite-based communications to land-line virtual private network. Reduced support call demands in my area by empowering and training Branch users.

Proscenium Arts & Entertainment, *Founder* **1996 - present**

IT and Management consulting or services to various clients in the Arts, Culture, and Entertainment sector. Clients include:

- **Second Stage Theatre:** implemented data conversion from custom FilePro system to PASS/ProVenue maintaining the data integrity of 20,000 subscribers and donors. Installed office network for 10 users.
- **American Bible Society:** Webmaster, new media consultant.
- **Chess in the Schools:** Evaluated requirements for new fundraising software, provided training and installation, as well as data analysis and list management.
- **Roundabout Theatre Company, New York Theatre Workshop, Playwrights Horizons, and other NYC theatres:** ongoing IT and consulting services, network management, data analysis, conversions, upgrades, training, list management, new media consulting, support and training for PASS/ProVenue, The Raiser's Edge, Donor Perfect, ResultsPlus, and other fundraising and ticketing software.

Carson Center, *Vice President Business and IT* **2003 – 2004**

Served on Executive Management Team to manage the business operations and IT needs of \$2 million/year Performing Arts Center.

Designed, implemented, and maintained phone and data network for entire company; installed, configured, and trained users for ProVenue ticketing and fundraising; converted manual capital campaign data into ProVenue; trained staff on proper fundraising etiquette, data entry, reporting, and procedures for Annual and Capital donations including single gifts and pledge gifts; managed Box Office and Fundraising operations and accounting using ProVenue and Quickbooks; managed staffing/HR, AP/AR, payroll, budget, contracts, and vendors.

Tickets.com, Training and Support Associate **1998 – 2003**
 Management responsibility of escalated support operations, installation, training and education program manager.

Selected as on-site support manager for **Carnegie Hall** project which included data conversion, user training, and implementation of custom software features, still in place today; produced the annual **North American Users' Conference** in Syracuse and several regional training conferences around the country; rewrote training documentation for ProVenue's fundraising module to more accurately reflect its features and use in the field, resulting in improved support call resolution.

Roundabout Theatre Company, Director of IT **1994 – 1998**
 Provided IT management for this award-winning Broadway theatre during a period of significant growth to over 35,000 subscribers and a \$7 million budget.

Provided data management, list extraction, donor analysis reporting, campaign progress reporting, donor and subscriber renewals and confirmations using PASS (now ProVenue) and The Raiser's Edge; supported a network of 50 stations and several applications including The Raiser's Edge and PASS, as well as office productivity software and HR Management systems; implemented a network strategy that allowed Roundabout to expand business and Box Office operations to remote locations.

Alabama Shakespeare Festival, Business Administration **1992 - 1994**
 Completed MFA Coursework and Internship at this professional \$7 million/year regional theatre.

Developed reports and data extracts analyzing the activity of 14,000 donors and subscribers using PASS (version 1); produced the *WinterJazz* post-show cabaret; Used Manual Ticketing and Custom database to track ticket holders and donors, manage subscribers, and renew donations and subscriptions; Implemented a practice of opening a separate Box Office window specifically for Subscribers and Donors; Oversold six performances of *Hair*, one to 150% of the theatre's capacity.

EDS, Systems Engineer **1989 – 1992**
 Document Coordinator for AT&T, Student in EDS's Phase II Training Program, Assistant Instructor for that same program, and programmer for AT&T's Business Billing Systems.

NBC News, Programmer/Analyst **1986 – 1988**
 Wrote custom programs to control inventory, manage staff headcount, and track expenditures at the 1988 Presidential Conventions (Atlanta and New Orleans).

EDUCATION

New Horizons NYC	Microsoft and Novell Certification Training	1997 – 1998
New York University	School of Continuing Education	1995
University of Alabama	Masters of Fine Arts	1992 – 1994
Hope College	Bachelor of Science	1984 – 1988