BOB FUHRMAN

BridgePoint Technologies   ## DIRECTOR OF SERVICE DELIVERY   **bfuhrman@mybridgepoint.com**

> **Energetic Project Manager & Consultant Experienced in**
> **Strategic Technology Planning, Execution and Support**

PROFESSIONAL SUMMARY

I have accumulated a unique skill set covering all facets of IT in a variety of environments and industries. My experience as a litigation paralegal, IT Director in a national law firm, and most recently as an IT Consultant for a Chicago-land Managed Services Provider ("MSP") has provided me with the ability to provide vCIO services and consulting to any size or type of organization.

As an IT Director at a mid-sized, national law firm with headquarters in Chicago I was responsible for introducing long term strategic planning, vendor management, infrastructure design and upgrades, supervising Help Desk and other IT staff, and collaborating with leaders of other operational departments (Marketing; Finance; Risk Management; HR) to determine their technology needs. Goals which I include in every project are to reduce risk, improve end-user adoption, and increase revenue.

I worked for a global organization as an Enterprise Delivery Manager which provided me insight into larger, complex IT environments, including manufacturing, pharmaceutical, utility, non-profits, and private equity organizations.

My most recent experience as Director of Service Delivery for BridgePoint Technologies has brought my skills, management experience and customer-centric focus into alignment.

Since leaving the University of Chicago, I have pursued my passion for providing solutions through enterprise technology. My extensive and diversified experience allows me to find creative but stable solutions to complicated issues. I am committed to the integration of the BridgePoint staff with the culture, strategies and goals of our customers, and promoting the use of technology through responsive remote help desk support. My core strengths are my enthusiastic personality, proven leadership and team-building abilities, effective and creative project and change management, problem-solving skills and efficient vendor/third-party relationship management.

EMPLOYMENT HISTORY SUMMARY

BridgePoint Technologies	**Director of Service Delivery**	
Downers Grove, IL	2019 - Current	
Konica Minolta / All Covered	**Enterprise Service Delivery Manager**	
Rolling Meadows, Illinois	2018 - 2019	
Konica Minolta / All Covered	**Solutions Architect**	
Chicago, Illinois	2016 - 2018	
Konica Minolta / All Covered	**Legal IT Services Consultant**	
Chicago, Illinois	2015 - 2016	
Tressler LLP	**IT Director**	
Chicago, Illinois	1997 – 2015	
Levin & Funkhouser, Ltd.	**IT Director**	
Chicago, Illinois	1992 - 1997	
Levin & Funkhouser, Ltd.	**Paralegal**	
Chicago, Illinois	1990 - 1992	
Latham & Watkins	**Project Assistant**	
Chicago, Illinois	1987 - 1990	

RECENT HIGHLIGHTS

- ➢ Manage a team of IT professionals who provide remote and onsite IT services.
- ➢ Mentor a team of business development professionals in providing IT solutions to customers.
- ➢ Organize networking events for customers to increase the strength of relationships, as well as provide a climate for the sharing of knowledge among peer groups.
- ➢ Provide training on emerging technologies & trends and cybersecurity awareness.
- ➢ Migration from on-premise servers to secure cloud storage
- ➢ Attend various online seminars to review solutions from new vendors as well as innovation being introduced from established software and hardware vendors.
- ➢ Provide technology business reviews which provide proactive projects for the next 3-9 months.

PREVIOUS HIGHLIGHTS

- ➢ Developed a Help Desk system that resulted in 93% of initial responses being resolved within 5 minutes (98% of inquiries were resolved within 15 minutes).
- ➢ Migrated legacy legal time and billing system to sophisticated platform
- ➢ Migrated documents and folders from various systems to Document Management System ("DMS")
- ➢ Overhauled training program to improve employee efficiencies as well as reduce staffing overhead.
- ➢ Assisted in eDiscovery and related review and productions.
- ➢ Negotiated a Hosted VOIP solution resulting in savings of over $150,000 over two years.
- ➢ Converted servers to a virtualized server environment reducing both long-term and immediate costs, as well as dramatically improving redundancy and faster server provisioning.
- ➢ Introduced a desktop replacement protocol that reduced yearly spending on hardware by over $25,000 and reduced monthly software support and maintenance fees by over $10,000.
- ➢ Negotiated a new lease for updated copiers resulting in a savings of more than $200,000 over five years while adding a new integrated network scanning solution.
- ➢ Installed an enterprise three-tier network switching infrastructure resulting in uptime of 99.95%, dramatically increasing performance and redundancy, while achieving a savings of over $200,000.
- ➢ Developed reports to assist in capturing additional revenue, forecasting cash flow and impact of marketing efforts.

EMPLOYMENT HISTORY DETAILS

BridgePoint Technologies   **Director of Service Delivery**
Chicago, Illinois   2019 – Current

I manage and mentor IT professionals of an IT Managed Services company located near Chicago. Our current customer base is comprised of law firms, non-profits, medical practices, pharmaceuticals, and professional services organizations. Our customers range in size from a sole practitioner to over 200 employees across multiple sites across the United States. I provide vCIO services to our customers, including cyber security awareness & other training, as well as participate in technology business reviews. I guide my Help Desk staff in providing white-glove, responsive service to our customers. We provide guidance on cyber security, cloud solutions, IT infrastructure, backup / disaster recovery / business continuity solutions, and voice & data platforms.

Konica Minolta / All Covered   **Various Roles**
Chicago, Illinois   2015 – 2019

Through All Covered, the IT Services Division of Konica Minolta, I functioned as a Virtual CIO to our customers and provided guidance on selecting platforms and solutions that were appropriately scaled for their environment and budget. I provided consultation on document management upgrades & migrations, financial systems upgrades & migrations, executive reporting & dashboards, workflow automation, security & compliance, business continuity & document retention policy development, risk management and end-user training regimens.

Tressler LLP   **IT Director**
Chicago, Illinois   1997 – 2015

In the role of IT Director at a mid-size law firm in the U.S., I was responsible for developing and implementing the firm's IT strategic plan by successfully managing and directing multiple, concurrent projects from initial scoping to implementation. The projects I handled were all successful due to my ability to manage a diverse team from different offices and departments, as well as effectively representing and implementing the various stakeholder business objectives.

I was responsible for managing a million-dollar annual IT budget covering all aspects of the firm's development, implementation, and use of technology at all locations. I supervised an IT Department which was responsible for supporting all aspects of the firm's various technology platforms. As a member of the firm's senior management, I reported directly to the firm's Executive Committee and collaborated with other operational departments as well as the managing partner in each location.

During my years at Tressler I successfully led the firm through a variety of economic climates along with divergent and competing priorities, all while maintaining a consistent direction by effectively managing expectations. I managed multiple issues related to the firm rapidly doubling in size, including adding, relocating, or consolidating offices, integrating disparate database systems, centralizing redundant services, and integrating staff and attorneys into our systems and culture. Examples of projects I have managed to successful implementation include: time and billing system conversion; docket system conversion; email platform conversion; PBX to VOIP conversion; A/V upgrade to our headquarters' lobby and conference center; redesign of the MPLS WAN network topology; integration of documents and financial systems from smaller law firms merging into Tressler operations; collaboration with architects and engineers on design and layouts for office relocations, upgrades or build outs; and improving redundancy for a variety of platforms.

Levin & Funkhouser, Ltd.   **IT Director**
Chicago, Illinois   1990 - 1997
Managed technology for a 25-attorney law firm. Major projects included upgrading operating systems on Windows desktops and Novell servers, converting email system, implementing a network fax solution, improving the LAN environment, and introducing a training regimen.

Latham & Watkins   **Project Assistant**
Chicago, Illinois   1987 - 1990
Traveled extensively as part of a litigation team producing documents to the FTC in response to discovery requests related to large mergers and acquisitions, including the Kravis, Kohlberg, Roberts (KKR) acquisition of RJR Nabisco. Worked on litigation support teams for various State and Federal trials, including patent infringement and price-fixing matters.

LEADERSHIP & TECHNOLOGY EXPERIENCE

- Member of Senior Management Team
- Enterprise-wide Hardware & Software Deployments
- Budget Management
- Financial and Other Business Intelligence Reports
- LAN/WAN, Wireless, PBX & VOIP Network Design
- eDiscovery Protocols
- Time & Billing Systems
- Remote Access Systems
- Dynamic Display Panel for Marketing Content
- Disaster Recovery Planning
- Technology Training Programs
- Solutions ROI & Business Cases
- Contract Negotiations
- Strategic Project Planning
- Litigation Support Solutions
- Virtual Server Environments
- Document Management Systems (DMS)
- Help Desk Responsiveness & Ticket System
- Document Retention Policy
- Cross-Training Regimens
- Automation of Annual Performance Evaluations
- Server Room & Infrastructure Design

SOFTWARE PROFICIENCIES

- Microsoft 365 Platform
- Microsoft Server (AD, DNS, DHCP, GPO)
- Microsoft Exchange Server
- Microsoft SQL
- Microsoft Office Suite (Outlook, Word, Excel, Access, PowerPoint)
- VOIP & PBX Systems
- Time and Billing Systems
- Legal Docketing Systems
- Document Management Systems ("DMS")
- Litigation Support Software
- CRM Systems
- Learning Management Systems ("LMS")
- Email Security Platforms
- Endpoint Security Solutions
- VPN
- Mobile Device Management ("MDM")
- Cybersecurity

EDUCATION

University of Chicago