

**Paul Reeves**  
(902) 521-8493  
[paul@BusinessImprovementResults.com](mailto:paul@BusinessImprovementResults.com)

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O B J E C T I V E

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*Provide consultative management knowledge and experience to improve the effectiveness and profitability of your business*

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S U M M A R Y O F P R O F E S S I O N A L E X P E R I E N C E

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Masters Degree in Computer Science with experience in teaching and contract programming.

Very successful career with *Xerox Canada Inc.* in a wide variety of challenging assignments within the Information Services and Customer Services groups in both Head Office staff and District Office positions. Responsibilities included Systems Analysis, Training, Model development, Operations Planning, Performance measurement and analysis, Systems Products service strategies, and overall Operations support for Customer Service for all of Canada.

Latest 5 years with *Xerox* spent as a Toronto District Manager in 3 different assignments with responsibility and accountability for Customer Satisfaction for five to ten thousand installations, Employee Satisfaction of over 100 employees, and Return on Assets on operating budgets of \$10 to \$12 Million.

Operated own consulting company, *Improvement Solutions*, since 1994, providing Business Management and Information Technology experience to a variety of companies and institutions ranging from *Big Brothers and Sisters of Canada* to *INTRIA Corporation (CIBC)*, now a subsidiary of *Hewlett Packard*.

Joined *INTRIA Corporation* in 1998 as the Manager, Customer Software and Support for the Desktop Management Division responsible for the LAN Support for over 5,000 desktops through 75 employees. Also developed the business processes necessary to support a key *INTRIA-HP* product – the Managed Desktop Environment for personal computing.

Returned to own consulting practice in 2000, to help companies prepare their Quality Systems for ISO certification, and use ITIL best practices in their Information Technology areas.

Joined *Pink Elephant, North America* in 2001 as an Information Technology Infrastructure Library (ITIL) consultant, becoming a Managing Consultant directing IT process improvement initiatives.

Returned again to *Improvement Solutions* (now *Business Improvement Results*) in January 2003, to consult and train in business best practices with particular focus on the people and teamwork aspects of process change and improvement. To help accomplish that, became a distributor in Canada for *McCarthy Technologies* to introduce Software for Your Head and their “Simple Rules and Tools for Great Teams” business simulation.

In 2010 became a certified Professional in Human System Dynamics – the intersection of Complexity Science and Social Sciences.

For details, please refer to [Primary Competencies](#), [Education / Certifications](#), [Employment History](#), [Volunteer Experience](#), or [Personal Interests](#).

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P R I M A R Y   C O M P E T E N C I E S

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**CONSULTING / TRAINING [ITIL Expert Certified]**

**Role:** Owner / Principal Consultant, *Business Improvement Results* (established 1995) Operating *Business Improvement Results* to provide Leadership / Management consulting to the Information Technology market.

**Activities:** Provided ITIL Foundations training, workshops, and ongoing consulting in IT Service Management to a number of for-profit and not-for-profit organizations in a wide variety of business sectors.  
(2004-present)

- Results:**
- ✓ At least 30 Foundations training sessions delivered with a 98% pass rate.
  - ✓ A variety of customized, practical, hands-on workshops held to help leadership, management and practitioners realize improvement in their work from the ITIL best practices.
  - ✓ A number of strategic workshops lead to determine road maps to organize their process development work, including the establishment of an IT Service Management programme.
  - ✓ Several Process Maturity Assessments produced to help organizations determine the gaps in their IT Service Management processes against the ITIL best practices.
  - ✓ Direct assistance provided in the development of Incident Management, Problem Management, Change Management, Service Level Management, Service Catalogue Management, Service Asset and Configuration Management processes.

**Role:** Managing Consultant / Consultant, *Pink Elephant, North America*, March 2001 - December 2002

**Activities:** Provided strategic and tactical consulting, and training, to *Pink Elephant, North America* clients to assist them in implementing Information Technology Infrastructure Library (ITIL) best practices.

- Results:**
- ✓ Acted as Advisor to the client's senior IT management, provided process maturity assessments, and initiated the development of Service Management processes.
  - ✓ Personally delivered over \$1.5M (US) in gross revenue.

**Role:** Director, Process Development and Documentation, MDE Services, *INTRIA-HP*, August 1999 – March 2000

**Activities:** Introduced the use of documented business processes related to the Managed Desktop Environment (MDE) Services as an offering to the *Canadian Imperial Bank of Commerce (CIBC)* internal customers, and external customers outside *CIBC*. Developed the methods, standards, templates, and knowledge management base for the MDE processes work.

- Results:** ✓ Over 700 workstations were successfully deployed of as a beta-test using these processes.

**HIGH PERFORMANCE TEAMWORK [Certified Instructor, McCarthy Technologies]**

**Role:** Owner / Principal Consultant, *Improvement Solutions*. (later *Business Improvement Results*)

Providing Leadership / Management consulting and guidance in developing and maintaining high performance teams.

**Activities:** (2003-2013) Worked as an independent certified instructor with *McCarthy Technologies* (Seattle, Wa.) to bring their teamwork business simulation to over one thousand participants.

- Results:**
- ✓ Organized and conducted simulation sessions in Nova Scotia, Minnesota, Brussels, and Pune.
  - ✓ Assisted *McCarthy Technologies* in delivering sessions to their clients.
  - ✓ Developed marketing materials and a ROI Value Model to support marketing this material.

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E D U C A T I O N / C E R T I F I C A T I O N S

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**Human Systems Dynamics Professional Certification – HSD Institute.** The HSD Professional designation, taught by *Glenda Eoyang*, December, 2010

**ITIL Expert Certification - AMPG.** The Service Manager level for ITIL Version 3, taught by *ITSM Academy*, December, 2008

**ITIL Version 3 Foundations - AMPG.** The introductory course on ITIL Version 3, taught by *ITSM Academy*, August, 2008

**ITIL Trainer Accreditation – ISEB**, April 2006

**Certified Core Competent / Certified Instructor - McCarthy Technologies Inc.** Participation in teamwork business simulations as a student, and as an instructor to learn and teach the Core Protocols underlying Software for Your Head

**Project Success Method – YCA.** The Project Management Methodology used by YCA Consultants around the world

**ITIL IT Service Manager Certification - EXIN.** The “Master’s” course on Service Support and Service Delivery Modules taught by *Pink Elephant, North America*, April 2001

**ITIL Foundations.** The introductory course on ITIL basics taught by *Pink Elephant, North America*, June 1998

**ISO 9000 Essentials - Quality Management Institute**, June 1995

**Executive Program - Queen’s University, School of Business**, May 1990

**Leading in the ‘90’s, Leadership Through Quality, High Performance Workgroups, Quality Specialist, Managing by Fact, Statistical Methods, Middle Management Program, Executive Systems Literacy - Xerox Canada, Inc.**

**M.Sc., Computer Science - University of Western Ontario**, May 1972

**B.Sc., Computer Science - University of Western Ontario**, May 1968

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E M P L O Y M E N T H I S T O R Y

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Principal Consultant, Improvement Solutions, now Business Improvement Results, June, 1994 to present

with Pink Elephant, North America, March, 2001 - December 2002

Managing Consultant, January 2002

Consultant, March, 2001

with INTRIA Corporation and INTRIA-HP, February 1998 to March 2000

Director, Process Development and Documentation, MDE Services, August 1999

Director, Provisioning MDE Services, March 1999

Director, Customer Service and Support, June 1998

Manager, Customer Software Support, February 1998

with Xerox Canada Inc., October 1972 – June 1994

Manager, National Product Support Group, January 1994

District Manager, Customer Service Operations - Major Accounts, January 1992

District Manager, Customer Service Operations - Commercial Accounts, September 1988  
Manager, National Operations Support - Customer Service, April 1987  
Manager, Business Systems Products - Customer Service, April 1986  
Program Manager, Systems Printing Products - Customer Service, October 1983  
Field Service Manager - Commercial Accounts, May 1981  
Manager, Customer Service Analysis - Customer Service, July 1979  
Manager, Business Model Development Group - Information Services, February 1976  
Programmer / Analyst - Information Services, October 1972

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V O L U N T E E R E X P E R I E N C E

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itSMF, Atlantic Branch: Founding member and Interim Membership Chair (2006 to 2011)  
itSMF, Toronto Branch: Event support (2003 to 2006)  
Organization of Volunteers, Hospital for Sick Children: process and technology support (2003 to 2006)  
ALS (Amyotrophic Lateral Sclerosis) Society of Canada: Member of the Finance and Administration Committee (2000 – 2001)  
St. Joseph's Anglican Church: Teacher and counselor for teenagers; Chair and member of various Church committees (1983 - 1994)

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P E R S O N A L I N T E R E S T S

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Bagpiper, chorister, sailor, sailplane and hang glider pilot, Ultralight owner and pilot, motorcyclist