

# Lonnie Laub

Passionate + Creative + Product Driven + Developer + Leader

4402 NW 65th Court.  
Kansas City, MO 64151  
**(913) 669-5372**  
**llaub01@gmail.com**  
**W:** <http://heylonnie.info>  
**T:** @llcool\_ | **I:** @lonnielaub

## EXPERIENCE

### **GoBe Robots, Kansas City, MO — GoBe Service Team Lead / Sales Engineer Americas**

MARCH 2021 - PRESENT

- Managed all operations of Kansas City office, including staffing, training, employee development, office logistics, etc.
- Trained, coached and reviewed Customer Service department team members.
- Developed and project managed Beam Robot iOS and MacOS development.
- Worked with Product Development team to manage product and pass bug and feature requests into the development pipeline.
- Assisted in high profile technical sales meetings with prospective customers, answered technical questions and completed required cybersecurity audits for large corporations.
- Present Customer Service stats, information and data during team and company meetings.

### **Flyover Solutions, Kansas City, MO — Owner and CEO**

DECEMBER 2017 - PRESENT

- Provide a wide range of technical solutions for customers needing solutions in website and app development, LAN cabling, server migrations, datacenter related work, and general IT consulting.
- Conducted fact-finder meetings with customers via phone, teleconferencing, and in person meetings.
- Analyzed customers' business processes and adapted policies, processes, and technology solutions used.

### **Rescue Roofers, Olathe, KS — Director of Operations / CIO**

APRIL 2019 - APRIL 2021

- Worked to streamline sales process, customer information capturing process and systems used to measure and analyze business metrics.
- Worked to market company and acquire new clients using face to face networking, advertising, social media, and online tools.
- Provide a wide range of roofing and building maintenance solutions for residential and commercial buildings.
- Wired office and managed all IT equipment.
- Created custom spreadsheet app using Google Script for estimates and scheduling jobs..

## LEADERSHIP SKILLS

Team Building  
Team Coaching  
Technical Sales  
Strategic Planning  
Growth and Scalability  
Entrepreneurship  
Enneagram 7

## COMMUNITY INVOLVEMENT

### **BNI OP-10 Member**

2019 - 2021

BNI is an American franchised networking organization with around 254,206+ members in 8,968+ local chapters worldwide. Members meet weekly to discuss business and support each others businesses by sharing referrals and helping local communities.

### **Top Gun KC Member**

2016 - 2018

Bringing together professionally successful men and women to create a contemporary atmosphere where philanthropy and relationship building thrive.

### **SocialHeart Volunteer**

2013 - 2019

SocialHeart is a non-profit organization that is 100% volunteer managed with the goal of creating a better community by supporting all local charities through unique, fun fundraising events, social media & marketing promotions and volunteer support.

## **Suitable Technologies, Kansas City, MO — Senior Manager of Customer Success**

OCTOBER 2013 - NOVEMBER 2017

- First and highest ranking employee in the Kansas City area.
- Managed all operations of Kansas City office, including staffing, training, employee development, office logistics, etc.
- Trained, coached and reviewed Customer Success department team members and wrote and maintained onboarding program for new employees and contractors.
- Utilized support request data to influence engineering team fixes, department staff augmentation, product warranty advanced exchanges and product usage reporting to the rest of the company.
- Assisted in high profile technical sales meetings with prospective customers, answered technical questions and completed required cybersecurity audits for large corporations.
- Wrote and maintained all product documentation and online product usage content as well as CSS, HTML for customer facing support documentation page.
- Conducted product demonstrations, technical sales and training for individuals, corporations, C-level executives, and celebrities.

## **EDUCATION**

### **Boston Breakthrough Academy, Boston, MA — Transformational Leadership Program**

March 2022 - August 2022

- Transformational leadership program is an immersive leadership training based in emotional intelligence.

### **University of Kansas, Overland Park, KS — Full Stack Web Development**

SEPTEMBER 2017 - MARCH 2018

- Immersive 24 week course to learn full stack software development
- HTML, CSS, Javascript, MongoDB, MySQL, Express.js, React, Node.js.

### **Kansas State University, Manhattan, KS — Bachelor of Science in Social Sciences**

AUGUST 2002 - MAY 2004

- Emphasis in Human-Environmental Interaction
- Electrical Engineering & Computer Science experience

## **PROFESSIONAL DEVELOPMENT**

### **VMware vSphere: Install, Configure, Manage vCenter Server 5.1**

VMWare Education Class - 2011

### **MCP Certification in Microsoft Windows 7: Configuring**

Centriq Training - 2010

### **Introduction to Ruby on Rails**

Kauffman Labs - 2013

### **Introduction to Django and Python**

Kauffman Labs - 2013

## **TECH SKILLS**

### **Scripting and Programming:**

HTML/CSS/Javascript/JQuery

Wordpress/Git

Node.js/Express.js

React.js/Handlebars

MongoDB/MySQL

Bash/Batch

### **Operating Systems:**

Windows Server/Desktop

Ubuntu Server/Desktop

MacOS X

Android/iOS

Hyper-V, VMWare

### **Software applications:**

Photoshop/Sketch/Illustrator

VMware vSphere

Netsuite/Salesforce

Confluence Wiki/JIRA

Basecamp/Desk.com/Zendesk

MS Office/Office 365

Beam Robotics

### **IT Platforms:**

Aruba/Cisco WiFi

Fortigate / Cisco Firewall

Beam Robotics Devices

Dell Poweredge Servers

Dell Powerconnect Network

Equallogic/EMC Storage

