

**PRESCOTT VALLEY TOWN COUNCIL  
APPLICATION**

Name DAVID F. Kybuez Date FEB 01, 2011

Location Address 1630 THIMBLE LN, Prescott Valley, AZ

Mailing Address SAM

How long have you been a resident of Prescott Valley? MARCH 1, 2004

Home Telephone: 928-772-7130 <sup>CELL</sup> Work Telephone: 928-899-1941

**EDUCATION**

Number of Years: 14 Field: BUSINESS/Electronics

**EMPLOYMENT HISTORY  
(Present, Previous, Previous)**

Employer Address Phone No.	Position Held
IBM CORP CHICAGO, IL 324	INSTRUCTOR, Several Mgmt - see Resume
Computer Science Corp CHICAGO, IL 34	Director of Service Delivery
LEVY Security Co CHICAGO, IL 24	Director of Security John Hancock Bldg

Have you ever held a public office?  YES  NO

Was this public office  Elected or  Appointed?

What was the office you held? \_\_\_\_\_

What volunteer work have you done for the Town? PSPRP Board (2yr)

PVPD VIP - 5yr (3900 HR), Citizens Academy (2)

See Reverse

## COUNCILMEMBER CANDIDATE QUALIFICATIONS

In accordance with ARS §9-232(A), a candidate for local office must be a qualified elector at the time of **filing the application**. These qualifications are:

1. Any candidate must be 18 years of age or over.
2. Candidates for local office must have resided in Prescott Valley for at least one year preceding the election. The one-year residency requirement also permits persons living in an area that is annexed to a city or town less than one year prior to the election to qualify as a candidate if they meet all other requirements of candidates. **(To meet all other requirements, such candidates must still have resided for one year prior to the election in the area which was subsequently annexed.)**
3. A person convicted of a felony cannot serve as a councilmember until he or she has had his or her civil rights restored.
4. A person cannot be a candidate for more than one public office if the elections for those offices are held on the same day and if the person would be prohibited from serving in the offices simultaneously.

PRESCOTT VALLEY TOWN COUNCIL  
APPLICATION

Name: DAVID F. Kyburz Date: FEB 01, 2011  
 Location Address: 1630 THIMBLE LN, Prescott Valley, AZ  
 Mailing Address: SAM  
 How long have you been a resident of Prescott Valley? MARCH 1, 2004  
 Home Telephone: 928-772-7130 <sup>CELL</sup> Work Telephone: 928-899-1941

EDUCATION

Number of Years: 14 Field: BUSINESS/Electronics

EMPLOYMENT HISTORY  
(Present, Previous, Previous)

Employer Address Phone No.	Position Held
IBM CORP CHICAGO, IL 32y	INSTRUCTOR, several Mgmt - see Resume
Computer Science Corp CHICAGO, IL 3y	Director of Service Delivery
LEVY Security Co CHICAGO, IL 2y	Director of Security John Hancock Bldg

Have you ever held a public office?  YES  NO

Was this public office  Elected or  Appointed?

What was the office you held? \_\_\_\_\_

What volunteer work have you done for the Town? PSPRP Board (2yr)

PVPD Vip - 5yr (3900 HR), Citizens Academy (2)

See Reverse

What experience do you feel qualifies you for the position of Councilmember? \_\_\_\_\_

Over 30 years of large corporation  
management skills with 12-20 direct  
reports. Marketing and business management  
Ongoing budget and finance and  
salary mgmt. Extensive training and  
experience with personnel mgmt.

What personal qualities do you feel you possess that would assist you as a member of  
the Prescott Valley Town Council?

I am outgoing, positive attitude,  
friendly - open to new ideas and  
suggestions. I am an engineer  
and therefore very analytical with  
issues and solutions. I was a project  
Mgr for over 5 years and therefore  
have a very organized approach  
to solving problems

Please attach resume.

Printed Name

DAVID F. KYBURZ

Signature

David F. Kyburz

Additional paper may be used for further comments.

**David Kyburz**  
**1321 O'Connell Circle**  
**New Lenox, IL 60451**  
**Home 815-462-0786**  
**Cell 815-236-3507**  
[dkyburz@attglobal.net](mailto:dkyburz@attglobal.net)

**SUMMARY:**

A highly skilled Computer Service professional with 20+ years of valuable management experience with IBM and Computer Sciences Corporation delivering superior performance in many challenging and varied assignments. Excellent skills and experience in field service delivery, customer satisfaction, vendor management, and project leadership. Responsible for up to 20,000 computer users, 75 employees and P&L budgets in excess of \$6M. An innovative manager promoted numerous times for delivering high levels of customer satisfaction and creative solutions to difficult service delivery problems. Results were large increases in company revenues. Now desires a challenging position with a company where his wide range of experience and skills can be fully utilized and rewarded.

**EXPERIENCE:**

**Computer Sciences Corporation, Chicago, IL**  
**Director, Service Delivery**

**Dec 99 to April 01**

Utilizing 20+ years of valuable and extensive managerial expertise provided award-winning results to the highly complex and technical issues of service delivery, operations and customer satisfaction at two large Chicago area sites with up to 20,000 users. Was an important contributor in the improvement of CSC's revenue during this period. Key clients included CNA Insurance and Premier, Inc. Previous results led to promotion to this position

- Provided strong leadership in resolving complex site problem issues. Skillfully delivered mentoring for future managers while promoting the team process concept. Was the key player in controlling site activities and operational environments. Successfully delivered key critical service levels. Was the main interface between IT system operations and the user communities.
- Was the prime contact for all service delivery issues. Delivered problem resolutions, projects and special requests for Clients. Exceeded Service Level Agreement targets via expert management of all hardware vendors and contracts. Insured excellent service delivery managing 10 vendors including Compaq, DEC, Amdahl, BancTec, HP, IBM, Comark and numerous other contractors.
- Delivered Root Cause Analysis using creative methods, that insured timely resolution and monitoring of all in-scope Severity 1 outages, across hardware, software applications support and development, as well as multiple hardware platforms. Responsible for support of LAN/Desktop, Network Engineering and Management, Security, Operations and Administration.
- Using many years of service delivery expertise formulated a Focused Maintenance Strategy and Planning process that resulted in streamlined "refresh" and "sun-setting" plans for many varied products.

**Computer Sciences Corporation, Quad Cities, IL**  
**Account Project Manager**

**June 99 to Nov 99**

Led a critical Y2K SAP GUI software and hardware upgrade rollout insuring smooth execution and on time delivery. Hired 20 technicians to perform field upgrade activity at 100+ company branches.

- Coordinated the development of all field documentation, software media and duplication services.
- Developed and delivered the project schedule and cost model. Through effective management of the project and personnel delivered the project on time, and \$500K under the \$5.4M budget.

**International Business Machines Corporation - Chicago, IL**  
**IBM, Client Project Manager**

**Nov 84 to Mar 97**  
**March 96 to May 97**

Managed six major contract service vendors delivering the best possible service/price ratio. Provided a cost effective monthly report (P&L) of \$ 1.5M. End user satisfaction was significantly improved while with reported high levels of end user satisfaction. Effectively managed all hardware/software services and service vendors for a LAN/WAN network of a major utilities company. This project involved over 200 people and over 1000 computer users.

**IBM, IS Availability Manager****Jun 94 to Feb 96**

Promoted to this position. Developed superior tactical and strategic plans for Client's Information Systems working closely with Client Executives. Clients included Metropolitan Rail, Board of Trade Clearing Corp, Peoples Gas, Union Tank Car, American Medical Assoc., and Illinois Dept of Public Health.

- Insured that Client's I/S growth strategy was in lock step with their corporate strategy and direction.
- Conducted thorough investigations and reviews to develop action plans that enhanced I/S performance, productivity and availability. Developed a superior over all project plan to guide all future I/S growth and development. Utilized ISO 9000 plans. This forward-looking plan is still in use today.

**IBM, Sr. Project Manager****Feb 94 to May 94**

A skilled leader who delivered key statewide pilot projects for Illinois Dept. of Public Health. IDPH was extremely pleased and signed a \$20 Million/5 year services contract. Involved development of rollout plans to retrofit site cabling, replaced down level hardware and software for the entire Illinois LAN / WAN network utilized by 2,000+ users. Effectively managed eight vendors for site surveys and site upgrades. Efficiently directed equipment procurement, as well as hardware and software upgrades. Directed shipment of hardware and subsequent hardware installations to 375 sites. Received Area Service Excellence Award.

**IBM, Service Business Manager****July 92 to Jan 94**

Promoted to this position. Creatively redefined the Customer Engineer role and job descriptions to allow and incentivize technicians to develop "On-The-Spot Contracts", providing immediate revenue opportunities during installation planning activities. Exceeded revenue targets and objectives by over 10%.

**IBM, Service Delivery Support Manager****July 90 to June 92**

Responsible for the technical support and overall machine performance of the Chicago Financial Branch Office. Responsible for 65 technicians supporting 25 - 3890 document processors (large check sorting systems) at all major banks within Chicago downtown. Resulted in #2 branch office rating in the US.

**IBM, Advisory Business Recovery Specialist****July 89 to June 90**

Promoted to this position. Delivered important revenue generating Business Recovery System (BRS) offering. Provided numerous presentations and planning sessions with key customer executives. Consulted with customer executives to develop effective recovery plans. Designed and built the first Mid-Range/Large Systems business recovery suites in the Midwest. Through strong leadership, the Chicago Area became the highest BRS revenue producing areas in the first year of the service offering in the U.S. Produced annual revenue of \$900K

**IBM, Network Services Operations Manager****Jan 88 to June 89**

Promoted to this position. Managed the Regional User Support Group, delivering excellent user support in areas such as RF network infrastructure, data base integrity, ACD / VRU, and the 800-IBM-SERV telephone system. Was proactive in implementing new standards for dispatch and help desk productivity, resulting in improved tech calls/day, average user on-hold time, and number of first-time fix calls. Received Director's Award for Service Excellence.

**IBM, DCS Implementation Manager****Dec 84 to Dec 87**

Promoted to this extremely important position. Delivered a key service tool for all of the IBM Service Division that differentiated IBM from their competition. This very innovative first-of-its-kind Digital Communications Systems (DCS) Portable RF Terminal (the brick) is the dispatch technology still used today by every IBM Customer Engineer to page, order parts and record service activity. Overall savings resulting from the use of this significant tool are in the millions of dollars annually. Developed the overall strategic plan to deliver 25,000 portable terminals to the field, and the training of 22,000 IBM Customer Engineers and managers. Spearheaded the planning, coordination and organization for the development and rollout of the education documentation to all twelve districts. This important tool saves IBM millions of dollar annually and is a key in maintaining quick response to all IBM customers.

**IBM, Field Service Manager****Sept 79 to Nov 84**

Successfully managed fifteen member territories of Customer Engineers performing hardware computer service for major Fortune 500 companies. Consistently met performance criteria at all accounts including all equipment from point-of-sale terminals, to the large complex multi-processors, as wells as complex communications networks. Received two "Extra Value" awards for his performance.

**Education and Specialized Training**

DeVry Technical Institute - Electronics

Northern Illinois University - Coursework

Wexford University - BS, CS 1988

University of California, Irvine - PMI Trained, Member.

**David Kyburz**  
**1321 O'Connell Circle**  
**New Lenox, IL 60451**  
**Home 815-462-0786**

**Job Target**

Law Enforcement / Security / Tactical / Patrol Officer/Management

**Work History**

**Guardian Security Services**

*Field Supervisor.* Eyes and ears of the field providing quality control demonstrated by the appearance, demeanor and presence at each client site every day. The supervisor sets the standard of professionalism, appearance and conduct. This is accomplished by daily client visits, officer, post and duty inspections.

**Computer Sciences Corporation, Chicago, IL**

Three years responsibility ownership of onsite successful high quality IT/IS service delivery to large key Chicago companies. Positions held; *Account Project Manager, Director of Service Delivery and Site Service Delivery Manager.*

**IBM Corporation, Chicago, IL**

Over twenty (20) years of management experience as an *Instructor, Field Manager, Service Manager and Project Manager.* Responsibilities included hiring, firing, salary planning, service planning, interpersonal skills, employee development and situation management

**Triple H Detective Agency, Chicago, IL**

*Business Manager / Detective.* Licensed by the State of Illinois and Department of Professional Regulations, Springfield, IL. Six years, provide private security and body guard service for special events which included: Taste of Chicago, Essence Awards, Luster Products "Black Heritage Awards", NBA Players Association, Chicago Conference of Mayors, Democratic National Conference Fund raiser with Miller Brewing Company. Provided executive bodyguard service for Chaka Khan and Aretha Franklin. Worked with Bill Cosby, Jesse Jackson, Oprah Winfrey, Otis Wilson and James Thornton.

**National Security, LTD, Olympia Fields, IL**

*Tactical / Patrol Officer.* Patrolled apartments, schools and bank closings at near-North Chicago, Noble Square, Lincoln Park and Wrigleyville area. Patrolled Chicago South side, Englewood district, Marquette Park area as well as South Stony Island. As the Patrol Officer provided supervisory direction, guidance and assistance to stationary guards, in addition to performing independent apartment and bank closing walk-downs. Performed Tactical Team patrols in the Bessemer Park area (91<sup>st</sup> & Commercial) for the citizen / merchants committee organization.

**Education**

**Northern Illinois University**

Liberal Arts

**DeVry Technical Institute**

Graduate – Electronics

**Wexford University**

BS/CS

**Security Training Center**

Graduate – Armed/unarmed

**Metropolitan Police Self-defense Institute**

Graduate – Baton and Handcuffs

**Gunsite Training Center**

Graduate – Tactical Handgun

**NRA Certified Law Enforcement Firearms Instructor**

Graduate – Handgun and Shotgun

**Specialized Training and Seminars**

- Diversity Management and Awareness
- Business Conduct
- Project Management and Organization
- Interpersonal Skills and Relationships
- Management and Mentoring

Kyburz

Must be returned to the Town Clerk's Office no later than  
5:30 p.m. February 1, 2011

**CANDIDATE INTERVIEW QUESTIONS  
2011**

**General #1** -- As a Council Member you will be required to attend meetings throughout the day and evening hours. Does your schedule allow you to attend special meetings that may be called on short notice, as well as, full day and out of town meetings?

I am retired and impromptu meetings would generally not be a problem

**#2** - What special experiences enable you to be an effective Council Member?

Project Mgmt training, skills and experience.  
These skills insure a well thoughtout plan,  
research, preparation and sequential  
actions, to a successful resolution of/  
& to an issue or problem.  
Plan your work - WORK your Plan.

Must be returned to the Town Clerk's Office no later than  
5:30 p.m. February 1, 2011

**Role #1 --** What do you consider an appropriate relationship between the Council and staff?

This is an all business relationship.  
No one has power over the others —  
Only the council, as a group, has any  
authority

**#2 --** If it appeared that a clear majority of the people felt one way on a particular issue but you firmly believed the opposite action should be taken, which way would you vote and why?

I would always be honest with myself and  
Vote my heart but, if the issue had  
community benefit, at low risk, I would  
want to insure that I fully understood  
all of the ramifications before my  
final decision/vote. ALL the while  
keeping an open mind to the wishes  
and desires of the town citizens

#3 -- What do you perceive is the job and responsibilities of a Councilmember?

The councilmembers are responsible for; watching, observing, maintaining and managing all of the various activities of city government, facilities and services. Community growth and development are priorities while remaining financially sound.

Issues #1 -- What in your opinion is the most important issue facing the Town of Prescott Valley?

Remain financially sound while maintaining normal services; police, fire, streets & San etc - without cutting mandatory services.

#2 -- As a Council Member, what issues or projects would you like to promote?

I am a strong proponent of Police and Fire. Their continued, unwavering dedication, on a daily basis, insures our lives and safety, as well as encourages community development.

#3 -- In your view what is economic development and what is the Town Council's role is?

The Council's job is to insure that good sound economic decisions are made so that it becomes profitable for the town, community and residents. AND create an environment that is conducive to bringing in new business.

#4 -- What is your opinion on the implementation of a property tax?

I would be opposed to any new taxes.  
I'm sure that most people feel we are  
over-taxed already?

However, if the city budget reaches the  
critical point at which time we had to  
think about cutting services, then we  
must begin to get creative with  
fund raising.

Future #1 -- Identify Prescott Valley's strengths and what recommendations do  
you have for future planning.

The Town Council & Mgmt have been  
extremely frugal over the past few  
years, which has paid off, in  
continued good and adequate services.  
Continue with tight financial containment

Must be returned to the Town Clerk's Office no later than  
5:30 p.m. February 1, 2011

#2 -- Based on the current economic conditions, how should Prescott Valley position itself for the future?

Be cautious and conservative with any new spending. All spending must be scrutinized to insure we are making intelligent business decisions.