



# Brian Hanes

7922 N. Central Street  
Kansas City, MO 64118  
(816) 674-4486

bhanes@hanesdesignstudio.com  
<http://hanesdesignstudio.com>

## Qualifications

- Successfully trained countless professionals
- Proficient in Microsoft Office
- Excellent customer service skills
- 18 years of experience as a law firm employee

## Experience Highlights

- Successfully trained all levels of firm employees in various legal technologies including C-Level
- Create videos on various subjects for firm training
- Create and update training manuals and quick reference guides
- Answer requests for help from help tickets or direct contact
- Act as subject matter expert for LegalKey and BI Query as well as department and firm history
- Designed communications suite for Shook, Hardy & Bacon Records Management Department including brochure, intranet site, proposed knowledge management site, and newsletter
- Developed Firm-wide marketing for electronic files initiative at SHB

## Employment History

January 2019 – Present

**Shook, Hardy & Bacon**, Learning & Development, Kansas City, MO  
Trainer

- Successfully trained hundreds of people on various legal technologies including C-Level management, including:
  - NetDocuments
  - Microsoft Office (Word, Excel, PowerPoint, Outlook)
  - FileTrail
  - Innova MultiLevel Numbering (PleadingSuite) and MacroSuite
- Train onboarding new employees
- Create and update manuals and quick reference guides
- Script, create, record, and edit training videos of various lengths for presentation to staff and attorneys at all levels
- Prepare and present live training to classes of people of all levels
- Prepare and present remote training via Zoom
- Answer questions from help tickets, direct emails, and calls

March 2002 – January 2019

**Shook, Hardy & Bacon**, Records Management, Kansas City, MO

Team Leader/Project Assistant - Special Projects

- Successfully trained over 60 people on the LegalKey Records Management Database including Director of Records.
- Trained 4 Records Supervisors and 5 Team Leaders on BI Query
- Create and update the Records Department newsletter RecordsLink
- Design various logos, invitations, and other items for distribution within the firm to advertise business changes and events
- Plan and design a multi-office firm-wide marketing campaign for electronic records management
- Plan high-level Records Management Department projects thoroughly and carry them out efficiently to completion
- Worked with Records Department Management, Conflicts Department Management, and the Applications Development department to create and implement a new database to hold Matter Closing forms and remove duplicate manual entries increasing efficiency for Legal Administrative Assistants and Records team members as well as storing them in one location rather than three

Education

August 2005 – May 2012

**Metro Community College**, Kansas City, MO

Applied Associates of Science in Graphic Design – Awarded with Honors

Honor Roll Spring 2006 through May 2012

- Phi Theta Kappa International Honor Society - Upsilon Kappa Chapter Member Spring 2008 to Present
- Overall MCC Grade Point Average: 3.815
- Participated in two Student Art Shows, 2006 and 2009
- Participated in Spring 2012 Graphic Design Graduate Exposition

Awards/Recognition

- **Shook, Hardy & Bacon:** CODA (Celebrating our Differences Award), June 2012
- **Shook, Hardy & Bacon Records Management Department:** Diamond Award Winter 2006, Platinum Star Award 2005 and 2007, Employee of the Month September 2003
- **Boy Scouts of America:** Eagle Scout Award 1999, Troop 221 Senior Patrol Leader 1997

References

**Jennifer Buso**

Multi-Media Trial Support Specialist  
Shook, Hardy & Bacon LLP  
2555 Grand  
Kansas City, MO 64108  
(816) 474-6550

**Dani Bara**

Floor Coordinator  
Excela contracted to Shook, Hardy & Bacon  
2555 Grand  
Kansas City, MO 64108  
(816) 474-6550

**Jody Cates**

Training Specialist  
Shook, Hardy & Bacon LLP  
2555 Grand  
Kansas City, MO 64108  
(816) 474-6550

**Sonya Ferrara**

Trainer  
Shook, Hardy & Bacon LLP  
2555 Grand  
Kansas City, MO 64108  
(816) 474-6550