



## **Protection 1 Promotes Paula Toman to the Position of General Manager for its Topeka and Kansas City Branches**

*Toman has Served Protection 1 in a Variety of Roles since 2001*

**Chicago, IL** – September 08, 2015- Protection 1, a leading, premier, full-service business and home security company in the U.S., today announced that it has named Paula Toman its new General Manager for Topeka and Kansas City, reporting directly to Regional Vice President Robert Kerr.

Toman began her career in the security industry 14 years ago when she joined Protection 1's Wichita Call Center's collections department. She later re-located to Kansas City where she accepted a position as the branch customer service representative. She also served as a sales coordinator before being promoted to branch administrator, a position she held until her most recent promotion to general manager.

As Kansas City's branch administrator, Toman had a positive impact on customers and branch operations. She worked with her leadership team to visit one of the largest local key account customers to improve retention and lower gross attrition.

"Paula's steady rise from an entry level collections agent in Wichita to general manager of the Kansas City and Topeka markets should be viewed as one of Protection 1's most inspiring success stories. Paula completely understands our financials, branch culture, training resources and online systems," stated Kerr. "Moreover, it was clear to me that her work ethic, customer focus, and strong character made her the ideal choice to be the next leader of these branches."

As general manager, Toman will be responsible for the day-to-day operations of both the Topeka and Kansas City branches, which have commercial and residential sales activities. She will also oversee the quality and production of management and non-management personnel, along with directing and supervising effective procedures to maintain or exceed field operation metrics.

When asked about her new position, Toman stated, "I know that combining my passion, energy and enthusiasm with the advantage of already knowing my team members and what motivates them, will bring the winning culture back to Topeka and Kansas City. I have been very privileged to learn from other general managers, along with our regional vice president. They have supported me all the way, providing me with the tools to be successful in my new position. I hope to be an inspiration to others working in administrative or call center roles. If your goal is to be a general manager, it is absolutely possible."

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**About Protection 1**

Protection 1, a leading, premier, full-service business and home security company in the U.S., provides installation, maintenance, and monitoring of single-family home security systems, business security systems and multi-family security systems.

Protection 1 serves nearly 2 million customers and employs over 3,500 people in more than 70 office locations and five UL Certified monitoring centers across the country. The company has a 97.3% customer satisfaction rating and an A+ Better Business Bureau rating.

Protection 1 also offers network management services through its Network Operations Center and is the only company in the security industry to hold Cisco Cloud and Managed Services Express Partner Certification.

Since 2012, the company has been recognized by leading industry publications for its commitment to its customers, the industry and the communities it serves. For other Protection 1 news, visit [P1newsroom.com](http://P1newsroom.com)

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