

PROVALUS – SUMMARY – 2.16.2026

Quick recap

The meeting focused on a presentation by Joseph Kloiber from Provalus, a U.S.-based outsourcing provider founded in 2017. Kloiber shared details about the company's mission to create technology opportunities in rural and veteran-heavy communities, highlighting their growth from one site to nine locations with plans for further expansion. He discussed Provalus' offerings, including IT services, business process outsourcing, and their commitment to employee development and retention. Kloiber emphasized the importance of continuous learning and growth, sharing his personal career journey and advice for transitioning military personnel. The presentation concluded with an invitation for individual questions, where students could learn more about internships, job opportunities, and resume tips.

Next steps

- Students: Complete the big interview simulation assignment using the STAR method and ensure background is appropriate, due tonight.
- Students: Select 5 companies of interest for upcoming company research and cover letter assignment.
- Students: Attend session with Nick for cover letter help on Wednesday.
- Students interested in internships or jobs at Provalus: Reach out to Joseph Kloiber via email or LinkedIn for further information and/or to connect with the recruiter.

Summary

Preparation Tips for Virtual Interviews

The instructor shared upcoming events, including the STEM job fair and an assignment due involving a simulated interview using the STAR method. He emphasized the importance of preparing for internships and advised students to focus on company research for cover letters. The instructor also reminded students to avoid using filler words and to ensure their backgrounds look professional during virtual interviews.

Provalus: Outsourcing for Rural Opportunities

The instructor introduced Joseph Kloiber from Provalus, a U.S.-based outsourcing provider founded in 2017, which aims to create technology opportunities in rural and veteran-heavy communities. Joseph, a retired Army Colonel with over 25 years of experience, has been the Information Technology Service Delivery Manager at Provalus since May 2022. He discussed the company's services, including robotic process automation, and highlighted his extensive military background and current volunteer work.

Retired Army Officer's IT Experience

Joseph introduced himself as a retired Army officer with experience in infrastructure planning, cybersecurity, and enterprise services, including roles at Army Central Command and various international operations. He discussed his background in aerospace engineering and physics, as well as his current work in IT services, including service delivery, Salesforce architecture, and system administration. Joseph mentioned his family, including his daughter Gracie, and his experience living in both urban and rural areas.

Company Growth and Employee Commitment

Joseph discussed his company's growth from one site with 20 people in 2017 to multiple locations with over 1,000 employees, offering BPO services and IT support including help desk and system administration. He emphasized the company's mission-focused approach and commitment to employee welfare, noting they have never laid off staff and maintain paid positions until new accounts are secured. Joseph also highlighted the company's leadership and culture of continuous learning, referencing Jim Collins' "Good to Great" as an influential business book.

Bringing IT Jobs Back Home

Joseph presented an overview of his company, highlighting its mission to bring back outsourced IT jobs to the U.S., particularly in rural areas. He discussed the company's services, facilities, and growth, emphasizing the importance of continuous learning and professional development. Joseph also shared his personal career journey, including his military service and transition to the civilian workforce, to illustrate the importance of having a plan and staying proactive in one's career.