Kristofer Kraul

K-12 Implementation and Customer Success

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SUMMARY

School psychologist with 10 years in Florida public schools, now working in implementation and client delivery. At Pinellas County Schools, co-led the rollout of Q-interactive and aimswebPlus to 100 school psychologists and diagnosticians, including the roster uploads, staff training, and updates to district leaders. Since 2021, has managed 10+ client projects at a time as a project manager and then operations manager for a WordPress agency group.

CORE SKILLS

- **Implementation and adoption:** district platform rollouts, roster and data uploads, staff training and workshops, client onboarding, recorded how-to guides, support by email, phone, and screen share
- **K-12 knowledge:** MTSS, special education and gifted eligibility, state eligibility criteria and federal evaluation timelines, Medicaid documentation and audits, progress monitoring, confidential student records
- **Client communication:** stakeholder updates, presentations to district leaders, turning requests into scoped tickets, escalation triage, bug reports for developers
- **Tools:** Q-interactive, aimswebPlus, Microsoft 365, Google Workspace, WordPress, Linear, ClickUp, GitHub, generative AI tools

K-12 EXPERIENCE

School Psychologist, Pinellas County Schools | Largo, FL | Aug 2016 to Jun 2021

- Co-led, with the department supervisor, the district rollout of iPad-based Q-interactive assessment and aimswebPlus progress monitoring for 100 school psychologists and educational diagnosticians.
- Handled student roster and data uploads, and presented rollout plans and progress to district leaders.
- Trained staff on Q-interactive, aimswebPlus, and other vendors' online administration and scoring tools, including a 2019 workshop on transitioning to aimswebPlus.
- Coached veteran colleagues who were less comfortable with iPads through the move away from paper test kits.
- Served on the district Medicaid team, supporting audits and training staff to log billable activities.
- As Team Leader (2020 to 2021), ran professional learning communities and helped write department procedures for the pandemic shift.
- Worked with school counselors, teachers, and administrators on MTSS problem-solving teams across multiple schools, and built local norms for district assessments.

School Psychologist, Contract Services, Pinellas County Schools | Largo, FL | Jul 2021 to Jun 2025 (part-time)

- Supported the department's online assessment and scoring tools by email, phone, and live training.
- Advised multidisciplinary teams on gifted eligibility using state criteria and federal evaluation timelines.

School Psychologist, Okaloosa County School District | Fort Walton Beach, FL | Aug 2015 to Jun 2016

- Built an academic progress monitoring graphing tool that other schools outside the assigned caseload went on to adopt.

CLIENT DELIVERY EXPERIENCE

Founder and Technical Consultant, Kraul Ventures | Gainesville, FL (remote) | May 2025 to Present

- Build and support WordPress sites for small businesses, and train non-technical owners to run their own sites.
- Act as the single technical contact for clients, supporting them over live screen share and recorded how-to guides.
- Design generative AI workflows that summarize and restructure large content libraries.

Operations Manager, You Do You, LLC | Remote | Mar 2023 to May 2025

- Ran operations for the parent company and its three WordPress subsidiaries, owning client onboarding, systems selection, and SOPs.
- Managed 10+ concurrent client projects and led 2 full-time developers and 2 part-time contractors through Linear and GitHub.
- Delivered live troubleshooting webinars and hands-on training for client teams.
- Answered help desk tickets, diagnosed issues inside client sites, and wrote bug reports for developers.
- Ran accessibility audits with axe and WAVE and built themes to WCAG standards.

Project Manager, Once Coupled | Remote | Nov 2021 to Mar 2023 (started as QA Tester)

- Turned client requests into scoped developer tickets and kept clients updated through each build.
- Triaged support issues by urgency and ran QA testing across client sites before launch.

Brewer, Swamp Head Brewery | Gainesville, FL | Nov 2025 to Oct 2026 (part-time)

EDUCATION AND CERTIFICATIONS

- **Ed.S., School Psychology**, University of Florida, 2015
- **B.S., Psychology**, University of Florida, 2012
- **Nationally Certified School Psychologist (NCSP)**, 2016 to 2022
- **Full-Stack Web Development Certificate (LC101)**, LaunchCode, 2018
- **Youth Mental Health First Aid Instructor**, National Council for Mental Wellbeing, 2019 to 2023