



DOUG SMITH

Executive / Management / Operations / Technical

770-480-8190

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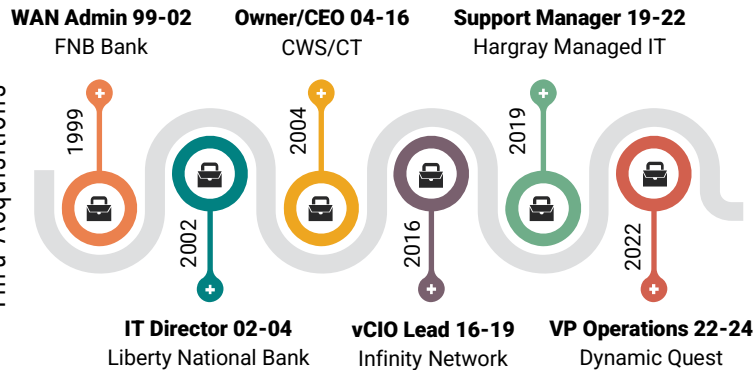
Douglas-Smith.pro

Covington, GA 30014



CAREER TIMELINE

16-24 Same Company Thru Acquisitions



QUICK FACTS



WORK EXPERIENCE



Dynamic Quest
2016-Present

VP of Operations: Accomplished leader with a robust 30-year career trajectory, encompassing pivotal roles from Service Manager, to Owner, to Vice President of Operations.

- ✓ Reduced mean time to resolution 68% in 10 months.
- ✓ Established First Contact Resolution program that reached 68% in first 60 days.
- ✓ Raised SLA Met from sub 80% to above 97% in all categories, response, worked, resolution.
- ✓ Effectively introduced KPI's and Accountability and saw a 19% increase in ticket closures per day per tech on average.
- ✓ Developed Run Book for standardizing processes for the operation of the company, creating a scalable, consistent, delivery of services through two acquisitions.
- ✓ Established training program and sandbox for skill specific training.
- ✓ Created metrics dashboards that predicted client satisfaction levels for overall engagement across 700+ Clients and flagged those at risk for further action.

RECOGNITIONS

Featured on Cover of Magazine
Business Solutions - Summer 2009

Franchisee of the Year
Computer Troubleshooters 2014

Award of Excellence
Computer Troubleshooters 2015

Employee of the Year
Infinity Network Solutions 2019

TECH SKILLS

Active Directory, DNS, DHCP

VoIP, Telecom, ISP Fiber

Hardware PC, Server, RAID, NAS

Server 2003, 2008, 2016, 2019,

Printers, Copiers, Scanners, Fax

Firewalls, VPN, VLAN, Policy

Security, GPO, Risk Management

WORK EXP. CONT.



CWS Consulting, Inc.
2004-2016

Owner/CEO: Pioneer in the MSP industry being one of the first MSPs in 2004. Grew company to be largest CT franchise in North America.

- ✓ Developed Service MSP as part of CT Franchise to one of largest in US.
- ✓ Design/built/maintained critical EMS 911 center infrastructure.
- ✓ Trained dozens of Franchise owners on MSP process and Franchise operation.
- ✓ Grew MSP from zero to over two hundred contracted clients.
- ✓ Created hosting center for more than 100 web site clients in addition to MSP.

Want to know more?





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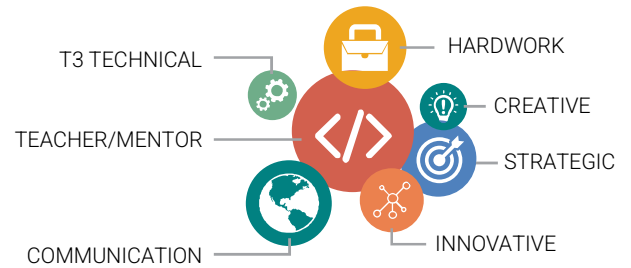
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MANAGED TEAMS IN



- Southeast US:** Led Offices across 5 states (& Philippines)
- Other States:** Managed 3rd Party Contractors

CAPABILITIES



COMPETENCIES

Leadership: 30+ years in management or owner role. 2017 Leadership Rockdale. Lead ministry groups for years in church. Leadership Rockdale Event Day leader for two years.

Compliance: Experience - FDIC/OCC +10y, PCI +15y, HIPAA +15y, CMMC +5y, NIST/DFARS +5y.

Teacher: Corporate trainer +5y across 3 organizations. Developed mentoring programs at multiple companies. Personally taught communication skills to management teams.

Communication: Taught managers and team to use crucial conversations skills. Implemented proactive communication and positive exchange of control processes.

Data Driven: Created KPI's and accountability programs that improved efficiency and effectiveness by measurable double digits.

Operations: Experienced at aligning business objectives with operational efforts and KPI's. Fluent with business relationships, contracts, and adopting innovative technologies.

Service: A proven leader in IT strategy that is process and data driven. Effective at managing complete service model, including Networking, Telecom, Servers, workstations, and printing.

CERTIFICATIONS

MICROSOFT CERTIFICATIONS

- MCSE +I
- MCP (Multiple)
- Small Business Specialist

VOIP CERTIFICATIONS

- FtOCC VoIP
- DCSP VoIP

OTHER CERTIFICATIONS

- CompTIA A+
- Novell CNA
- CompTIA MAC
- Dozens of hardware certifications from DELL, HP, Minolta, Toshiba, and Ricoh

* This list includes past Certifications.

INTERESTS



FAMILY



DIY



COSPLAY



GARDENING



AUTO



COOKING

REFERENCES

Javier Gomez

Founder/Former CEO Dynamic Quest
mgomez@gntech.com

Chip Reaves

CEO Bigger Brains Training
chip@bigger-brains.com

Rob Betzel

Founder/Former CEO Infinity Network
rbetzel@gritconsulting.com

EDUCATION

Clayton State University

Degree Achieved in Electronics 1990

SOCIAL



FACEBOOK

facebook.com/DLSWON1



INSTAGRAM

Instagram.com/DLSWON



LINKEDIN

linkedin.com/in/DLSWON