

*Working with CEOs and Board of Directors of small service oriented businesses to position their company for sustainable growth or prepare it for a successful sale -- or both*

Consulting | Interim CXO | Board of Directors/Advisors

### ***Executive Profile***

CEO and Founder of Connectworks, LLC providing an outside perspective and framework that advances small, service-oriented companies forward in a crowded and competitive marketplace. Known for working with CEOs and Boards of Directors to move companies to the next stage, preparing them for scalable growth that results in significant improvements to the bottom line. Excellent at tapping into your core of innovation and uniqueness, and then applying repeatable roadmaps that simultaneously achieve customer loyalty and new client acquisition while reducing operating and capital expense.

### ***Business Insights***

A hands-on business advisor whose personal style and approach helps organizations to:

- Rediscover their "brilliance" – their fundamental DNA – and get back to achieving true market value
- Use a framework that leverages their "brilliance," allowing for long-term market differentiation
- Create a new business model that scales the company for growth and lays a foundation for the future

### ***Benefits of Leadership***

- *I am skilled at helping CEOs discover their "business leverage" resulting in large revenue growth*
- *I am good at helping create a culture of continuous improvement to improve the bottom line*
- *I am well suited at getting companies to connect with customers and keep them forever*

## **Select Achievements and Background**

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### ***Strategic Transformation***

- Restructured lines of business and balance sheet of a publically held telecom company: \$14 M in immediate savings, long term debt reduction of \$320M, 83% increase in network utilization.
- Reset strategic course and leadership team for private startup in the waste gasification industry resulting in renewed funding and initial client acquisition
- Developed strategic relationships resulting in \$60M in funding and increased revenue of \$65M

### ***Operational Improvement***

- Created corporate culture that resulted in customer turnover rates of < 8% annually (industry leading)
- Led rigorous problem solving initiatives that led to 85% reduction in customer complaints, 5 fold improvements in process cycle time
- Developed a high-performing organization that fueled achievement of 650% growth, transforming the company into the nation's largest and fastest growing competitive local exchange carrier

### ***Product and Service Innovation***

- Architected the industry's first application of voice recognition technology resulting in \$80M in expense savings (operator wages) the first 2 years of operation
- Reinvented traditional Search Engine Optimization processes...now Google page 1 positioning available at industry disruptive prices