

RICHARD E. DAVIDSON

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Operations Executive

Operations Executive with over 20 years of management experience with **startup, mid-size and large companies**. Detailed oriented and organized, with the ability to achieve revenue/profit gains utilizing diverse workforces in highly sophisticated and competitive Domestic and International environments.

Operations and Project Management

Designed and implemented operational tools increasing productivity and customer satisfaction. Managed numerous multimillion dollar projects across large geographic area, throughout the United States, Asia Pacific, Australia, and Europe. Instrumental in the integration of two distinct organizations with competing products into a **cohesive organization with defined goals and objectives**.

Crisis Management

Successfully retained high-profile accounts in Hong Kong and Tokyo through numerous trips to the region to assess and implement change to meet customer satisfaction expectations and to bridge a significant cultural gap. Direct interaction with our business partners, local staff and high level customer executives led to a rapid understanding of the need for an adaptive management style due to the cultural differences in the way business is conducted in the region. The ability to adapt to meet the needs of the region insured the **retention of reoccurring revenue in excess of \$3,500,000 and new business sales of over \$4,000,000**.

Process Development and Enhancement

Excellent evaluation and review skills and the ability to draw business objectives from customers and business unit leaders and prioritize tasks and initiatives to match business unit and customer desires. Designed, developed and implemented global product issue tracking system and standardized project management practices. Provided timely reporting and increased customer visibility into the resolution of issues and meeting of project milestones resulting in **established software product release cycles and the timely completion of new and existing customer implementations**.

Professional Experience

ASI WIRELESS, INC, Las Vegas, NV

2006 to 2008

Account Executive

APT MEDICAL BILLING COMPANY, Las Vegas, NV

2004 to 2005

Founder & President

SUNGARD GLOBAL MARKETS, Calabasas CA

1997 to 2004

SR. VP, Operations (2001-2004)

Challenge: Integrate the professional services, customer support and operations departments of two different and distinct organizations with competing products across three locations (New York, London, Singapore) all while achieving combined financial goals with minimal disruption to the individual organizations service levels to existing customers and new customer implementations.

Team Building: Developed and executed a strategy to integrate and cross train the combined staff resulting in an increased knowledge base within the professional services and customer support divisions resulting in overall increased revenues to the combined business unit.

Consolidation: Managed the consolidation of physical offices and infrastructure in Hong Kong, Singapore, London and New York. Efforts included acquiring the space, negotiating build outs, and oversight of relocation of staff and technology infrastructure to support existing business.

Production & Profitability Goals: Achieved personal development, staff advancement and division financial goals all while merging two diverse and competing business units. Attended the parent company, SunGard Data Systems, International (SDS) 100% Club in consecutive eligible years. One of only 3 people in division who qualified.

Head of Implementation & Client Services, NA & AP Regions (1998-2000)

Challenge: Return to the home office from the overseas assignment to build on the changes made at the regional level to increase professional services and customer support headcount and increase competency levels within all departments. Change the reporting line of the quality assurance (QA) department from the development department to the operations department.

Business Process Improvement: Implemented procedures and standards for the QA department while minimizing the gap between the technology/development and QA department.

Staff Training & Development: Established hiring criteria, developed accountability standards and measurable targets for new hires, **increased domestic and international implementation staff by 30%** and increased **professional services revenue by \$1.1M.**

Revenue & Profitability Goals: Met implementation revenue recognition goals by achieving on time project milestones and increased add on sales to the existing customer base to supplement overall company revenues in a depressed new sales environment.

Regional Manger, Asia Pacific (1997-1997)

Challenge: To spend a year in Hong Kong to complete multi-site implementations for customers in the region, increase regional headcount and competency levels to insure local support of a growing customer base. Meet professional services revenue goals and reduce the need for home office based product specialist and support services in the region.

Staff Training & Development: Recruited and trained implementation and product support staff in Hong Kong. Optimized the use of home office based product specialist and professional services employees in meeting the needs of the region. Hand picked and mentored my replacement insuring a smooth transition and continued growth in the region allowing me to **return to the home office to take on an expanded role as Head of Implementations & Client Services.**

Project Completion: Completed three major implementations at three different multinational banks in Hong Kong and Singapore **recognizing revenue in excess of \$3,000,000** during the nine month assignment.

Revenue & Profitability Goals: Accelerated revenue recognition goals by achieving project milestone ahead of schedule and **increased profession services revenue by over 40%.**

ADS ASSOCIATES, INC., Calabasas CA (Acquired by SunGard (SDS) Nov1997)

1995 to 1997

Project Administrator

Challenge: Joined the company to solve a problem with internal and external prioritization of development work, client visibility into customer sponsored product enhancements, software issues, and long term development initiatives across three proprietary foreign exchange and money market deal capture & risk management software products.

Business Process Improvement: Designed, developed and implemented a global on line client issue and product enhancement tracking system. **Awarded Presidential Citation** for major contribution to improved business flow and customer satisfaction.

Analysis & Problem Solving: Demonstrated excellent evaluation and review skills and the ability to draw business objectives from discussions with unit leaders. Prioritized tasks and initiatives to match business unit and customer desires.

GREAT WESTERN BANK, Northridge, CA

1994 to 1995

Mortgage Loan Consultant

JMT INSURANCE SERVICES, Southern California Region, CA

1992 to 1995

District Sales Manger

FINANCIAL NETWORK INVESTMENT CORP, LOS ANGELES, CA

1990 to 1992

Independent Financial Services Representative

Chief Operations Officer (1988 – 1990)
President- Sentinel Data Services, Inc (1986 – 1990)

Organizational Leadership: Managed the day to day operations of one of the largest managing general agency of credit life and disability insurance servicing a network of 300 general agents from all regions of the United States. **Direct reports of five department heads and a staff of forty office personnel.**

Business Process Development: Data Services business unit leader with responsibility for managing programming contractors in all phases of the design, development and implementation of all in-house developed proprietary software. Innovative solutions in the management, reporting and allocation of risk to reinsurance carriers facilitating increased premium levels and growth of the **business from \$1,500,000 in annual premiums to \$4,500,000 in annual premiums.**

Revenue & Profitability Goals: By delivering leading edge technology advancements to the business in a timely and cost effective way the business was able to achieve a **300% increase in annual premium volumes.**

Vice President, Operations (1985 -1986)
Supervisor, Data Entry & Computer Operations (1983-1984)
Computer Operator (1981 -1982)

Progressed through increasingly responsible positions, transitioned from non-management to management role at an accelerated rate. Instrumental in maintaining quality service to customers resulting in the growth of the company from 4 to 20+ employees.

Professional/Personal Associations

BOY SCOUTS OF AMERICA —Scout Master - Order of the Arrow – Merit Badge Counselor