

DOUGLAS B. SMITH

112 Cambridge LN
Newtown, PA 18940

Office: 720-519-6179

Mobile 720-519-6179

douglasbrentsmith@gmail.com

TRAINING AND DEVELOPMENT LEADER

Training and organization development leader with expertise in developing talent in leadership, communication, productivity, team building, project management and customer service. Experienced process, project, and staff leader who produces positive results in needs assessments, performance management, process improvement, program design, program management, and training delivery.

PROFESSIONAL EXPERIENCE

Doug Smith Training, LLC, Newtown, PA

November 2007 – Present

Training Leader, Speaker and Consultant

Serving as an independent contractor delivering training nationwide.

- Deliver public seminars in leadership, project management, productivity, and communication
- Consult, customize, and deliver on-site training programs for businesses and organizations
- Revise and design training programs
- Sell books and resources to enhance learning and help advance learner careers

Adjunct Professor, Workforce Development - Montgomery County Community College

Delivering consulting and training to develop workforce employees.

- Participate in needs analysis conversations with clients and potential clients
- Design learner-centered programs to develop leadership, communication, and productivity skills
- Deliver training
- Follow-up as requested by MCCC

Ideal Market, Whole Foods Market, Boulder, CO

May 2009 – April 2013

Prepared Foods Supervisor

Supervising and developing team members in three key departments: prepared foods, bakery, and specialty.

- Supervise team members and manage shifts for the entire team
- Provide coaching, feedback, and counseling for team members
- Coordinate production lists, daily reports, market changes, and training initiatives
- Deliver prepared foods specific training to new team members

Prepared Foods Team Trainer

Training and developing team members in three key departments: prepared foods, bakery, and specialty.

- Manage, coordinate and deliver training in job skills, good organics, safety, and customer service
- Mentor team members and facilitate their development within Whole Foods

Prepared Foods Customer Service

Supervising and developing team members in three key departments: prepared foods, bakery, and specialty.

- Serve and delight customers.
- Comply with all rules and regulations regarding organic and conventional foods.
- Exemplify the Whole Foods Values

AIG Personal Lines, Philadelphia, PA

Training and Development Manager

August 2003 - November 2007

Following the transition of the purchased segment from GE to AIG, progressed from Sr. Training Specialist to Training and Development Manager. Managed efforts to grow leadership, communication and performance skills to improve business results.

- Delivered communication and training projects during transition of business to assure talent retention and goal achievement.

- Installed a flexible, repeatable needs analysis process to identify the training needs of over 2,000 employees.
- Managed and facilitated a leadership development program that in three years positively impacted financial results over \$7 million in increased revenue and reduced expenses.
- Created and delivered a blended-learning career development program

G.E. FINANCIAL ASSURANCE, Ft. Washington, PA

Sr. Training Specialist

April 1998 to sale of company in August 2003

Progressed from project manager and training specialist to Sr. Training Specialist. Identified needs, developed and delivered training using classroom sessions and distance learning technology.

- Facilitated Work Outs (strategic meetings) from entry level to executive level to improve processes, reduce bureaucracy, and build more coherent teams with a positive financial impact of over \$100,000.
- Managed and coordinated relationships and program delivery with contracted trainers and facilitators.
- Managed and participated in six sigma projects to improve processes in the service areas (HR, IT).
- Converted training programs to distance and virtual learning options.
- Partnered on high-potential employee development programs.
- Represented, promoted, and served as a liaison to the corporate university council.
- Managed, reviewed, investigated and approved or denied tuition reimbursement requests.
- Administered 360 degree survey system.
- Assisted in succession planning and targeted development.

Project Manager

April 1997 – March 1998

Assisted in the exit of a business area and development of new strategic direction as Union Fidelity Life Insurance transitioned to a business unit within GE Capital and eventually as part of GE Financial Assurance. Identified operational needs, collaborated with leaders, and managed projects to implement change.

- Collaborated in insurance and support area projects that improved processes and saved over \$240,000.
- Mapped and lead projects to improve over 50 processes and sub-processes for a savings of about \$40,000.
- Produced and directed a product motivation video featuring the company president and company employees.

UNION FIDELITY LIFE INSURANCE, Chicago, IL and Trevose, PA

Manager

1995 – 1997

Managed a staff of 12 employees in the underwriting, policy issue, and customer service departments.

- Successfully collaborated in the migration of the credit insurance business from Chicago to Trevose.
- Managed phone shop operations for incoming customer service and direct response calls
- Facilitated process improvement teams.
- Collaborated with client and product development teams. Conducted tours, visited clients, surveyed customers, and drafted new product specifications for insurance policies and riders.
- Managed start-to-finish processes for insurance fulfillment and service delivery.

Claims Manager

1992 - 1995

Managed a staff of between 12 and 15 claims examiners and customer service representatives.

- Established and maintained customer service standards based on customer feedback.
- Developed a special investigations unit that reduced recurring disability claims by \$2 Million.
- Collaborated in the successful settlement of multiple lawsuits eliminating a risk of over \$7 Million.
- Trained a completely new staff of 20 claims examiners during a business expansion.

EDUCATION & PROFESSIONAL DEVELOPMENT

MS, Organizational Leadership, Cairn University
BA, Communications and Theater, The College of New Jersey