

PAUL R. DAIGLE

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EXECUTIVE

Accomplished executive and proven business engineer with more than 20 years of experience, leading with strong communications and organizational skills. Proven ability to analyze and reengineer operational and technology issues, in support of strategic and operational business goals with a strong acumen for mentoring and motivating diverse staff.

QUALIFICATIONS SUMMARY

Business and Process Reengineering (BPR) • Process Analysis and Design • Contract Negotiations
Professional Services and Sales Engineering • P&L and Operations Management
Sales, Service & Marketing Strategies • Project Leadership • Strategic/Tactical Resources Planning
Public and Private Sector Organizations • Vendor Relations and Facilitation
Voice/Telecom, Data, Cloud, IoT, Web RTC and Security

CAREER HIGHLIGHTS

- Built a distribution channel, of 8 channel managers, each channel manager with 12-120 agents, within 1 year.
 - Acquired and coached technical organization(s), increasing revenue by 50-250% within 9 months.
 - Increased revenue of a Hosted VoIP Provider, by 102% within 6 months.
 - Increased revenue by a minimum of 2 fold, in 1.5 years, by re-engineering computer and telephone organizations through the channel, acting as a COO and CTO, succeeded by fortifying existing services and adopting complementary technologies to their portfolio.
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PROFESSIONAL EXPERIENCE

Partner In VoIP.com

2014 – Present

VP Business Deployment

Established and implemented scalable go-to-market distribution channels, and back end agent support, for VoIP Hosted Phone organizations. Increased VoIP Hosted organization revenues by over 400%, in 1.5 years.

- Incorporated a world-class global channel, agent and distribution infrastructure, agent recruitment, program development, project management and agent opportunity pipeline.
- Developed an on-line university that unifies the “corporate story”, expectations and delivery, by training and certifying multiple levels of distribution, channel manager, agents and customers.
- Organized the “back end” agent support system, accounting, provisioning, quoting, AR, AP, service setup, support services and marketing.
- Coached channel managers and agents as an “outsourced COO” in fortifying agent core business, adding ancillary products and services to increase stickiness of the agent’s customers.
- Reviewed, approved and project managed, customer WAN and LAN infrastructure, time lines and budget for complex technology deployments.
- Extensive business engineering for Managed Services Organizations, with concentrations in point of sale, automotive, space and military.

IntelaCloud

2013 – 2014

VP National Channel Director

Developed policies and procedures for management teams within their respective business disciplines. Together with existing management and staff, the reengineered procedures resulted in 102% growth within 6 months.

- Instituted a distribution channel for products and services with supportive training and marketing.
- Improved standardizations for the delivery and support and equipment standards of VoIP services to clients through the distribution channel.

CEO

Chief Technology Officer (CTO) services to private and public organizations. Increased revenue and market share by growing organically and through acquisitions.

Established a philanthropic organization that provides technical services for 50+ non-profit organizations, to increase their capacity to service their constituents.

- Business reengineering from the direction of IT and industry software, down to soft collateral.
 - Directed internal and outsourced staff of Project Managers, System Administrators, Network Engineers, Telecom Managers, Desktop Managers, Maintenance and Security Engineers, for client projects
 - Defined and managed multiple projects in different stages of development, leading cross-functional teams, managing external consultants and contractors. Delivering on multiple organizational goals within time and budget.
 - Supervised, lead and facilitated initial and ongoing risk analysis and management, benchmarking and information security for public and private organizations, maximizing security, performance, scalability and cost effectiveness.
 - Reduced cost of customer IT from 30-45%, implementing pro-active and automated services, within 3 months.
 - Adopted a creative residual model of revenue, of 85%, by providing Computer, Telephone, Video and CRM offerings.
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EDUCATION**Bachelor of Computer Science**

Embry-Riddle Aeronautical University, Daytona Beach, Florida

Presidential Level

Sandler Sales Institute, Presidential Club, Maitland, Florida

Criminal Justice Information Service – FBI

CJIS Certified

OTHER

- USTechnologyFund.org - Administrator and Organizer, 2009 – 2012
Provide \$25,000+ in computer services+ to nonprofits, to assist them with increasing their services (capacity)
 - Gulf States Credit Union – Chair of Supervisory Board. 2009 – Current
 - Criminal Justice Information Service – FBI - CJIS certified
 - ITExpo (Miami) – Presentator, 2014
 - Army ROTC Educational Scholarship
 - Creation / distribution of middleware (software to have one application talk to another) for telephony and carrier industry's
 - Publication – “Copier Plus VoIP can Equal Business Growth”, Business Solutions Magazine, April 2014
 - Front Range Solutions – GoldMine, Dell, etc - Recognized as a top reseller
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COMMUNITY INVOLVEMENT

- 1988 - 1994 Chamber Contacts - Created and distributed a (CRM) Client Management software package
- 1995 Leadership Winter Park
- 1995 United Way Account Executive
- 1997 – 1999 CNN Radio - Talk Show host called “Computer Bytes”
- 2004 – 2012 Casselberry CRA Community Redevelopment Association, Chair
- 2012 – 2013 City of Casselberry Economic Development Advisory Board