

# PAUL DAIGLE

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## STRATEGY AND BUSINESS

**IT Strategy, Strategic, Operations, Business Analysis, Performance Metrics, Mentorship, P&L, Virtual Teams, Risk Management, Cost-Benefit Analysis, Stakeholders, Technology Leadership, Business Relationship, Engagement, Goal Alignment, Business Outcomes, Directors, Business Acumen, IT/Business Roadmaps, Project Ownership, Portfolio Management, Financial Planning**

- Commercialization of 22 products, analyze market, financials, business case, and distribution
- Development of ERP strategy, 1<sup>st</sup> to market, increasing revenue by 221%
- Transformed distribution, 14 distributors, 378 integrators, in 4 months
- Lead creation and execution of thousands of business/technology public/private road maps
- Positioned 22 technologies in the market place, resulting in hundreds of millions in revenue
- Built strategic coaching platform, 8 business engagement directors to 480 integrators

**BACHELOR OF SCIENCE**, Computer Science, Embry-Riddle Aeronautical University

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## CAREER HISTORY & SELECTED ACCOMPLISHMENTS

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### **DIRECTOR OF BUSINESS STRATEGY**

6/2014 to Present

**PartnerInVolP.com**

- Identified disjointed business processes. Directed project prioritization of enterprise IT infrastructure, back-office, and ERP platform. Generated feasibility and budget reporting throughout and presented to stake owners. Generating \$486k revenue, in 6.5 months.
- Built in-direct channel of 480, by standardizing service, sales, quality, equipment and support procedures with the creation of an on-line university training and certification program for business relationship managers, integrators and clients.
- Lead 200 organizations on business and IT strategic planning; define IT needs of business units; help develop IT strategy and funding plans in alignment with business needs; promote innovative thinking and utilization of IT resources in the business
- Defined business roadmaps for on-boarding for integrators, and systemically assigned assets and coached on asset allocation increasing the average value of current customer base by 30% in 180 days, and acquisition of new by 12% in 6 months
- Lead the releases of platform enhancements. Prioritized product releases based on the asset allocation and capabilities demand from the business relationship managers to organizational units. Released product 5 months early.
- Clients of our partners were canceling service. Created an on-line university, trained and certified the channel including partners on infrastructure standards to be met before implementation. Partners and client retention increased by 42%

## DIRECTOR OF CHANNEL DEVELOPMENT

6/2013 to 8/2014

### IntelaCloud

- Managed business, technology, and distribution teams consisted of **6 direct, 22 indirect reports, 8 channel managers, 537 partners**, and thousands of clients
- Revitalization of an enterprise-grade hosted VoIP services of a prominent US NEC phone dealership. Led business group and technology groups from infrastructure, support, vendors and distribution strategies. **Increase revenue of 102% in 6 months**
- Managed a team consisted of **6 direct and 22 indirect reports** and managed the P&L of over 2,000 projects.
- **Customer loss was catastrophic at 4.53 clients per week.** Implemented standardized service, sales, quality, equipment, and support procedures, and mitigated retention to 1 every other month, in 60 days.
- **Acquired and integrated 5 targeted Managed Services Providers.** Leveraged the multiple business systems and organically increased revenue growth by 30% in 5 months, and non-organic growth by 20% in 1 year
- **Secured 85% global agent growth leading to 55% monthly revenue increase.** Created partner coaching, program, and accountability (KPI) structure. Harmoniously integrated responsibilities. Acquired 21 high profile and another 894 agents globally.
- **Drove hundreds of thousands of revenue for partners** – Partners would our perform technology assessments and perform remediation, on infrastructure and industry compliance before they could provide our VoIP solution

## CHIEF EXECUTIVE OFFICER / CEO

8/2002 to 8/2013

### Bytes, Bits & Megabytes

- Manage an average of **1,800 client projects per month** with internal and external technical staff.
- **Managed 6 divisions**, 7 direct reports, 29 indirect, and 113+ external
- **Managed team in migrating / upgrading 525 businesses into the Cloud**, applications, storage, backup, disaster recovery, email, cyber security
- **Generated over \$3.93M in new project revenue in three months.** Transitioned a technical product and services company to an MSP. Aligned organization with client financial, technical, and organizational goals.
- **Protected up to \$145M in critical assets.** Private and governmental organizations. Engineered, implemented and managed network infrastructure and compliance.
- Managed staff in performing **40-120 monthly** Stake owner “State of the Business” workshops, discovered multiple opportunities, uncovering \$1,000,000+ in additional added service and revenue

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### BOARDS AND ADVISORY

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- Gulf States Credit Union, Chair Supervisory (Audit) Committee
- Orange County Florida Public Schools – Technical Curriculum Advisor
- City of Casselberry Economic Development
- City of Casselberry, Chair, Community Redevelopment Agency (CRA)
- Rollins Crummer School of Business, Venture Pitch – Judge

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### SPEAKER AT NATIONAL IT AND BUSINESS CONFERENCES

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- IT Expo
- Point of Sale National Convention
- CNN Radio - Computer Bytes Talk Show Host