



BIO OF DANE A DONALDSON FOUNDER AND CEO JUZSOLUTIONS

Dane decided to start JuzSolutions because of a strong belief that companies in today's business environment are losing the meaning of Service Excellence. Dane founded JuzSolutions on the principal, you want to make a difference, Service first "Think Like a Customer".

Dane is an intense competitor who is a results-oriented strategic thinker and has produced over 30 years of results in staffing operations management excellence and business consulting for such companies as Honeywell, Prime Computer, Motorola, PictureTel, Robert Half, and Advantage Professional where he honed his passion for service, the skills for identifying and resolving problems, and the management of turn around and start up challenges. Dane is known for this commitments to clients and employees along with the ability to build high performance teams that translate customer requires into results driven business solutions.

HIGHLIGHTS of PROFESSIONAL EXPERIENCE

- Managed 250 personnel responsible for all worldwide operations support, including field delivery (FOTS-feet on the street), Repair Center, education, logistics, technical support quality and management of internal and external professional service resources
- Achieved a 15% gain in SLA compliance metrics
- Increased customer rating from 71% to 83% in one year by instituting strong business practices such as performance and accountability measures accountability
- Held full P&L responsibility for all aspects of service business worldwide, including implementation and execution of service strategy
- Grew service revenue from 2% to 7% of total company revenue
- Increased employee satisfaction from 63% to 72% in one year
- Implemented innovative *proof of concept* projects, to demonstrate product success to customer, which resulted in consulting revenues for company
- Grew service revenues 41% and service margins 39%
- Reduced cost per call by over 20%
- Turned \$600K of outstanding service revenue into an additional \$1.5M contract by developing client relations
- Initiated consolidation of all service organizations within Motorola for cost reduction and efficiency improvements
- Held full P&L responsibility

Positions Held

JuzSolutions LLC

Advantage Professional

Robert Half Technology

Akibia

VideoServer, Inc. (AKA Ezenia)

PictureTel Corp

Motorola/Codex Inc.

Prime Computer

CEO

Branch Manager

Technology Recruiting Manager

Sr VP Worldwide Operations

V.P Customer Services

VP Worldwide Maintenance Service

Sr. Director Field Operations

Director Customer Support

