

David Reed

Specialties

- Executive leadership & coaching
- Optimizing the customer journey
- Customer service strategy
- Customer service process design
- Customer service training
- Salesforce.com consulting
- Operational improvement

Where David Can Help Your Business

- Customer service assessments, consulting, speaking, and training
- Identifying opportunities for service improvement
- Operational improvement
- Creating customer service as seen through the eye of the customer
- Salesforce.com training, tools, integration, and support
- Operational process assessments to improve customer service
- Creation or improvement of employee and customer strategies

Success Stories

- Trained over 30,000 professionals in customer service best practices
- For a major manufacturer, designed programs to obtain hundreds of new prospects and ensured success through the sales cycle, ensuring they became loyal customers
- For a national health care provider, customized training to re-focus attention on the customer while reinforcing corporate policies and procedures
- For a major health care organization, designed and conducted customer/employee surveys to gain higher participation and honest feedback
- Provided vision and strategy for improving services provided by the IT support center for Walt Disney World
- Created organizational plans, including staffing, departmental goals, and job descriptions
- Designed and developed a large imaging system for the central payables department, including project scoping, detail design, technical hardware selection, database installation and administration, scanner integration, and user training



Executive Positions

Chief Customer Care Officer
Olympia Consulting, LLC

President
Customer Centered Consulting Group

Consulting &
Implementation Partner
Salesforce.com

Consultant, Speaker, Trainer
Ziglar Performance Group

Project Manager, Information
Services
The Walt Disney Company

Senior Manager
Accenture

Publications

*A Culture of Service: Creating
Customer Service That Lasts*

Monday Morning Customer Service

*Service Where It Counts: Making a
Difference on the Front Line*

Education

Bachelor of Science,
Chemical Engineering and
Computer Science
Texas A&M University

Contact Information

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