

# DONALD SMITH

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## BUSINESS CONSULTANT | CHIEF EXECUTIVE OFFICER

*Fostering business innovation, transformation, agility and viability through dynamic leadership and vision.*

Revolutionary, entrepreneurial and pragmatic CXO Consultant with extensive experience developing and directing successful business models, teams and functions that facilitate aggressive company growth and positive corporate culture. Adept at analyzing strategies, capitalizing on market trends and building competitive advantage. Proven versatility across entity types (startup, private, public), industries, geographies and functions. Authentic and inspirational leadership style that generates trust, loyalty, respect and results.

- Strategic Planning & Execution
- Business Insights & Reporting
- Team Leadership & Motivation
- Business Development
- Change Management
- Client Relations
- Customer-Focused Operations
- Process Improvement
- Performance Metrics
- Market Research & Analysis
- M&A Process, Due Diligence & Integration



- *Proved effective change management acumen and adaptability by delivering 14% growth of Resale partnerships and 100% overachievement of segment revenue goal immediately following major company change (acquisition).*
- *Capitalized on market need and successfully built a \$30MM+ company from the ground up, leading the organization to achieve remarkable accolades including "Inc. 5000" listing for 5 years in a row (for exceptional growth) and a top spot on Crain's New York Magazine's "100 Best Places to Work in NYC" for 3 consecutive years.*
- *Demonstrated ability to build enduring company culture and employee loyalty through 98% employee retention upon company sale.*

*"Donald's strength is his ability to apply and adapt his experience and knowledge, when it comes to enabling organizations. This has allowed him to deliver real change and improvement while building one of the best customer focused organizations in the industry... He is a proven leader and one of the best people I have worked with throughout my career." – James K., Sr. Vice President of Engineering, GTT*

*"Donald is entrepreneurial and technically savvy... he has used his skills and leadership to grow the company into an organization that puts the customer first and thrives within the crowded and evolving industry. He is not just a supplier, but also a friend and trusted advisor." – David S., CTO, Maestro Games, SPC*

## Professional Experience

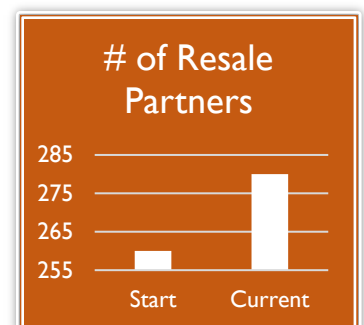
### 2018 to Present • WINDSTREAM ENTERPRISE • New York, NY

*Owned by Windstream Holdings, Inc., a \$6 billion, publicly traded telecommunications company. Windstream Enterprise is the Enterprise and Wholesale business unit and developer of network solutions that leverage Cloud capabilities to meet continuously changing client needs. They are both an Incumbent Local Exchange Carrier (ILEC) in 14 states and a Competitive Local Exchange Carrier (CLEC) in all other states.*

### President - Resale

Define and deliver company vision, strategy and channel development for \$200MM Resale segment. Expand distribution channel through creation of new channel partnership programs, sales team development and acquisition of new Resale partners. Manage 58-person team, while effectively integrating talent and cultures from MASS Communications and Windstream. Leverage industry reputation and robust network to facilitate business growth, key partnerships and overall company success.

- *Secured 20 new Resale Partners (14% growth) within 7 months.*
- *Overachieved segment revenue goal of \$100MM by 100% (\$200MM).*



**2008 to 2018 • MASS COMMUNICATIONS • New York, NY**

*\$30MM+, privately-held, global provider of custom engineered voice, data, networking and security solutions across financial, legal, healthcare, technology, hospitality, education and government sectors. Served 1,000+ SME and Enterprise customers across 10,000+ locations and 18+ countries. Acquired by Windstream Holdings in 2018.*

**Chief Executive Officer**

Co-founded and led this fast-growing company to successful acquisition in 2018. Oversaw all business functions including funding, sales, 24/7 client support, marketing, engineering and business development. Attracted, hired, trained and motivated a high-performance team of 50 employees to execute a dynamic business model, delivering custom-engineered solutions in a customer-centric manner to the changing telecommunications industry. Led development and continuous improvement of voice, data connectivity and help desk as a service offerings.

- Grew company from \$0 to \$30MM+ within 10 years. Achieved full debt replenishment within 1 year.
- Developed diverse roster of 1,000+ clients that included: CityMD, IMAX, City of Yonkers, Sarepta Therapeutics and Oppenheimer.
- Highlighted by Inc. Magazine as an "Inc. 5000" fastest-growing private company for 5 years in a row (2013 to 2017).
- Built positive company culture focused on employee health, engagement, professional development, recognition and satisfaction. Recognized by Crain's New York Magazine as a top-ranking company in the "100 Best Places to Work in NYC" 3 years in a row (2015 to 2017).
- Developed strong employee loyalty. Retained 98% of staff throughout sale of the company.
- Successfully sold company to Windstream Holdings Inc. for \$40MM in 2018.



- Made "Inc. 5000" List of Fastest-Growing Private Companies for last 5 Years
- Recognized as a top "100 Best Places to Work in NYC" for last 3 years
- Sold in 2018 for ~\$40MM.

**EARLY CAREER****2001 to 2008 • PAETEC COMMUNICATIONS INC. • New York, NY**

*Owned by PAETEC Holding Corporation, a \$2 billion, publicly-traded, telecommunications company comprised of 47 subsidiaries, including PAETEC Communications. An Integrated Services Provider offering voice, data and VPN solutions.*

**Senior Manager, Service Engineering** • Provided direction, structure, policies and procedures to guide successful development, installation and management of technical solutions for customer applications. Oversaw new service installation and cutover activities, ensuring adherence to timelines, requirements and regulations. Directed new product, service and procedure training. Collaborated with Regional Sales Managers to conduct employee staffing, performance evaluations and compensation. *Developed installation reports, communications and delivery schedule for management. Partnered with other functional managers to improve provisioning process and intervals.*

**Supervisor, Field Services | Service Engineer** • Supervised daily activities of NYC Metro Field Services. Directed and provided technical support to Field Technicians. Managed Engineering team for Financial Markets segment. Designed, implemented, configured and installed SIP Trunking and Hosted VoIP solutions. Coordinated orders for cutovers across departments and with external stakeholders. *Met with high-profile customers including Citigroup, NYBOT and CBOT to determine needs and plan solutions. Incorporated ISO9000 standard for Financial Markets into Engineering standards and order process. Ensured ISO9000 compliance and standardization of procedures.*

**ADDITIONAL ROLES:** Service Engineer | Sales Engineer | Project Manager | 5ESS Switch Engineer | Network Operations Technician

**Education & Professional Development**

UNIVERSITY OF PENNSYLVANIA – THE WHARTON SCHOOL •  
CPD – Leadership

ROCHESTER INSTITUTE OF TECHNOLOGY •  
Telecommunications Network Management Certification

ROCHESTER INSTITUTE OF TECHNOLOGY • Bachelor of Science  
– Telecommunications Engineering Technology

ROCHESTER INSTITUTE OF TECHNOLOGY • Voice and Data  
Communications Certification