

# Unconventional • Dedicated • Creative • Resourceful

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## I am:

... **a builder and a communicator**. I have a strong sense of business priorities and client needs. I'm technically **innovative** and learn quickly. I'm **creative** - when a solution doesn't exist, I can find one. I may dream a little, but I can **articulate a realistic vision** and set ambitious goals. I enjoy asking questions, keeping a broad perspective, and focusing to deliver results. I can **sell** new ideas, **motivate** people, **control** large budgets, and meet project deadlines. I'm **persistent**, patient, optimistic, open, and **persuasive**. I value a business culture where personal integrity, respect, and open communications are fundamental values.

## I can help you:

- **Collaborate** with customers, partners, and staff to solve technical problems
- **Explain** complex technology and **articulate** benefits to either technical staff or CxOs
- **Create** messaging, content, and creative ways to deliver it

## People have said:

From a CEO - "I wanted to personally thank all of you for making what could have been a disastrous situation into a win-win ... it appears we pulled off a very successful customer briefing even in adverse conditions. **It is this kind of dedication and team work that instills customer loyalty**. Thank you for making a difference!"

From an executive - "The AVVID lab is absolutely making a difference. ... Thanks again for the **dedication, passion and excellence** that you bring to us."

From management - "**Doug knows his business** ... technically proficient - customer focused ... provided much needed leadership ... greatest asset is his timely, complete, yet concise staff work and one-on-one executive counsel ... takes the long view but couches recommendations in terms of immediate payoff."

From staff - "Having worked for quite a number of people, I feel you have been **one of the best managers I've ever worked with** ... In my opinion, your contributions, both technical and political, have been outstanding. The mere fact that you didn't run screaming from the building is an accomplishment of major proportions ..."

From a customer - "With support like this you make it easy to succeed. Thanks for the fine service from you and your staff ... I appreciate the **opportunity to have input**. Typically, the customer does not get this chance. Thanks, that goes a long way!"

## Skills

- **Sales**
- **Marketing**
- **Information Technology**
- **Engineering**
- **Professional**
- **Business**
- **Financial & Managerial**

## Experience

- **Convinsys** (April 2006 - present)
- **Cisco Systems, Inc.** (July 1996 - March 2006)
- **Carolina Power & Light** (March 1994 - July 1996)
- **Alcatel Network Systems** (Oct 1991 - March 1994)
- **Team Connecting Point** (Nov 1990 - Sept 1991)
- **Deere & Company** (May 1978 - Nov 1990)
- **Iowa State University, BSME** (August 1979)

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## Sales:

- Secured Hong Kong Shanghai Bank Corp (HSBC) as a Cisco IPC customer (see CEO quote above)
- Secured Bank of America as a Cisco IPC customer (convinced EDS to partner with Cisco, not Nortel)
- Secured East Carolina University as a Cisco IPC customer (migrating 10,000 users from a DMS100)

## Marketing:

- Developed/executed solution plans, programs, customer/partner training, seminars, and presentations
- Developed/delivered solution demonstration centers (both portable and fixed)
- Averaged 4.5+ out of 5.0 speaking on Cisco IP Communications for Executive Briefing Center visits

## Information Technology:

- Built an international wide area network, co-architected the distributed computing environment
- Initiated a (5) year multi-million \$ strategic plan to rebuild a regional corporate network
- Rebuilt, re-staffed, and re-directed multiple IT support organizations

## Engineering:

- Founding board director for the South East Region ATM Interest group
- Technical advisory committee member to 3Com for networking product direction
- Solution Manager for Release 3.0 of IPC Systems Test (requirements and program execute commit)

## Professional:

- Restored rapport and respect to a technical support organization with multiple NA business units
- Interviewed by ComputerWorld and other trade publications
- Addressed 700 people for the US Defense Communications Agency at an InterOp conference

## Business:

- Negotiated a contract with Oracle to develop a new commercial TCP/IP driver for IBM's MVS
- International liaison for a new product re-engineering effort
- Private business entrepreneur (Veterinary practice software, Computer Systems Integrator)

## Financial & Managerial:

- Managed \$6.5 million capital and \$2.1 million expense budget to within 1% of target
- Saved \$1 million by aggressively negotiating contract discounts
- Secured \$5 million out-of-budget funding to upgrade a corporate network
- Served as 1st level manager, 2nd level manager, VP, and Board Director
- Managed (45) people geographically separated by 1,000 miles
- Developed organizational restructuring plans, recruited 50+ technical positions