# DOMINIC GAUDIO

4802 E Koso Ct, Phoenix, AZ 85044 · (480) 274-7058 · [dhgazgm@gmail.com](mailto:dhgazgm@gmail.com)

http://globalsyncsysinc2.wix.com/global-sync-sys-inc

**PROFESSIONAL SUMMARY**

20+ years’ experience including as a Management Consultant for Global Sync Systems, Director of Operations for SBIG TKG, Vice President of Product & Operations for Telserra, Director of Marketing for AUV International, Manager of Product Marketing for ClearData, Inc., Vice President of Marketing & Hospitality for Gila River Gaming, and Marketing Manager for Motorola, Internal Auditing at Caesars Palace, U-Haul, Sprint and Gila River Gaming.

SELECTED ACHIEVEMENTS

* Participate with cross-functional teams – Marketing, Finance, Engineering, Sales and Support.
* Negotiate multi-million dollar contracts with 3rd party vendors – software, Advertising, Call Center.
* Manage $14 Million budget and 200 plus employees – Marketing, Customer Support and Hospitality.
* Create marketing plans, promotions, web, social, email and direct / database marketing campaigns.
* Adhere to all HIPAA / FDA / PCI laws, regulations and ISO 9001:2000 Certification.

EDUCATION / CERTIFICATION

B.S., Business, W.P. Carey College of Business Administration, ArizonaState University.

Paralegal Certificate, ABA Approved, Arizona Paralegal Training Program.

CISA, Certified Information Systems Auditor.

PROFESSIONAL / LEADERSHIP EXPERIENCE

**Global Sync Systems**

###### MANAGEMENT CONSULTANT – OPERATIONS / MARKETING / HEALTHCARE 2010 – Present

Solutions-focused, senior consulting professional with extensive experience leading contact center operations, marketing and product development / support teams. Developed high-level strategy on business, product, marketing, loyalty and customer service needs. Strong qualifications in all areas of business operations from budgeting to KPI trend analysis and tracking, including customer loyalty preference, and demographics. Accountable for profitability, policy, programs, and staffing to ensure optimal business results. Diverse experience in process improvement, quality improvement and performance improvement. Proven leader with strength for identifying talent, building and motivating creative teams that work cooperatively to accomplish goals. Professional career spans increasingly higher levels of responsibility in the delivery of projects, products & services.

Areas of expertise include:

• Client Facing / Onboarding

• Contact Center Operations

• HIPAA / PICS / FDA 510(k) Compliance

• 3rd Party Partnerships

• Software Vendor Management

• Strategic Planning

• Budgeting & Cost Containment

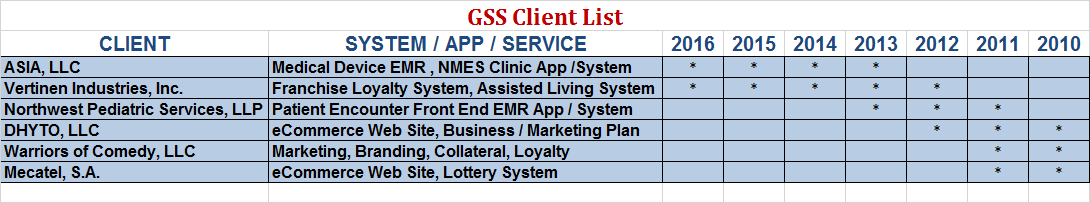
• Product Planning & Management

• Definition of Customer Requirements

Specialties: Marketing, Analytics, Contact / Call Center Operations, Project Management, Trade Show Management, Performance Reviews, Career Development, Product Management and Customer Relationship Management.

Technology Proficiencies include Microsoft Office, Microsoft Applications (Word, Excel, PowerPoint, Project, etc.), Windows 10 / 8.1 / 7 / XP / Vista, Cloud, SaaS, Security, JAVA, HTML, Tableau, Pivot Tables.

Global Sync System Web Site: <http://globalsyncsysinc2.wix.com/global-sync-sys-inc>



**SBIG TKG, LLC.**

###### DIRECTOR - OPERATIONS 2007 – 2010

Oversee Finance, IT, Marketing, Contact Center, Analytics, and Auditing for all franchises and business units. Direct the initiatives and strategic vision for the organization within the vision and goals of the company. Formulate policy and procedure development. Implement 3rd party technology services and system solutions. Support all departments and contribute to the growth of the company.

* Plan annual budget and P&L for Finance, IT, Marketing, Contact Center, Analytics, and Audit.
* Manage offshore contact center – personnel, software, analytics, KPI’s and reporting.

**Telserra, Inc.**

###### VICE PRESIDENT - PRODUCT & OPERATIONS (AMERICAS) 2004 – 2007

Responsible for driving revenue through the development, release and marketing of the company’s product lines (mobile, handheld, web based, SaaS, RFID, prepaid phone, lottery, EMR). Oversee Contact Center, Compliance, Marketing, Product Management and Software Engineering Departments. Maintain ownership of the company’s overall products, roadmap and launch strategy. Support the company’s growth in global markets – USA, Colombia, India.

* Advise the COO & CTO concerning strategic business development and key corporate issues.
* Plan annual budget and P&L for contact center, marketing, and product management.
* Manage offshore contact center – personnel, software, analytics, KPI’s and reporting.

**AUV International, Inc.**

###### DIRECTOR - MARKETING 2001 – 2004

**ClearData, Inc.**

###### MANAGER – PRODUCT MARKETING 1999 – 2001

**Gila River Gaming**

VICE PRESIDENT – MARKETING & HOSPITALITY 1997 – 1999

**Motorola, Inc.**

###### MARKETING MANAGER 1996 – 1997

**SKILLS**

|  |
| --- |
| MANAGEMENT |
| Problem Solving / Business Plans  Project Management / Planning |
| Organization / Prioritization Skills  Report Writing / Presenting  Leadership / Team Building / Motivating |
| Vision, Mission and Goal Setting |
| Policy and Procedure Writing / Implementing |
| Fiscal Responsibility - Budgeting / P&Ls / ROI  Financial Reporting / Contract Negotiation |
|  |
| INFORMATION TECHNOLOGY |
| Windows 10, 8.1, 7, Android 5.x.x, Mac OS 10.x.x,  Google Docs, MS Office 2013 / 365 / 2007 |
| MS Access, MS Project, MS Visio, Aloha POS |
| QuickBooks Pro/Online, MAS 200 |
| Cloud, SaaS, AS/400, CMS, XML, FTP  Contact / Call Center, Customer Support  EMR / EHR, BI, Salesforce CRM, Dashboard,  UX Requirements / Product Backlog  Configuration / Release / Version  Agile, Waterfall, RUP SDLC  Tableau, Pivot Tables |
| MARKETING |
| Competitive Analysis  Social Media / Onboarding / Client Facing  Product Management  Brand Development |
| Website Content Development |
| Executive Presentations |
| Analytics / KPI’s / Business Intelligence |