



Dale Clay

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EXECUTIVE SUMMARY

Business professional and technical product manager with experience in management, product development, customer support infrastructure, and operating early stage companies. An effective leader with a strong ability to overcome obstacles professionally and efficiently. Looking to contribute to and grow with a technology-rich and innovative company.

WORK EXPERIENCE

ProviderTrust

August 2014 - Present

Product Manager

ProviderTrust helps healthcare companies stay in compliance by automating the process of monitoring employees and vendors for medicare/medicaid exclusions and sanctions. In plain english, we make sure our clients don't employ or do business with people or vendors who appear on a naughty list.

I am responsible for a product which automates and facilitates the comparison of large datasets.

EFT Source

September 2013 - August 2014

Product Manager

EFT Source is a financial services company that fulfills secure debit and credit card orders for financial institutions around the country. I manage a cloud-based printer that instantly fulfills card orders in the bank branch, allowing their customers to obtain or replace their own personalized secure card in a matter of minutes.

I am responsible for the development and ongoing support of the product as well as managing the product team. I joined the company 2 years into the lifecycle of the product and was responsible for identifying key performance metrics, doubling the team, and working with our IT and Marketing departments to improve reliability and perception in the marketplace. Within the first 3 months, I successfully deployed an online office platform that allowed the company to capture and measure performance metrics that had not previously existed. Some of my notable accomplishments are as follows:

- Identified key performance metrics for the product and team
- Designed and implemented a complete CRM customer support system
- Created and launched a customer-facing knowledge base
- Currently managing a customer communications project in collaboration with the IT development team
- Created a tier-2 support team to address customer escalations and long-term technical solutions

EISPACES Inc

July 2010 - September 2013

Operations Manager

I began with E|SPACES on their first day of business and quickly became Operations Manger for both Nashville locations. Throughout the company's expansion, I updated existing business processes and systems, and developed and implemented new procedures to keep up with the increasing demand of a high-growth business. A few notable examples were training programs, custom software projects, IT infrastructure plans, and implementation of various tools that allow the business to scale to enterprise levels. I have listed a summary of my responsibilities below:

- Operated and managed both Nashville locations
- Interviewed, hired and trained all employees
- Developed internal IT infrastructure, operating policies, marketing and training initiatives
- Coordinated, promoted and executed events featuring speakers such as Mayor Karl Dean
- Managed IT initiatives such as customized CRM deployment and custom software builds
- Participated in organization planning and strategic decisions with the executive management team

EDUCATION

Bachelor of Business Administration

Belmont University

Cum Laude

August 2006 - May 2010

HONORS AND AWARDS

- Nashville's "Top 30 Under 30" class of 2013
- Educational Testing Service Major Field Test in Business, scoring top 10% nationally
- Academic Scholarship
- Dean's List 2007-2010