

Daniel Baldwin C.V. Mediator – Tampa, Florida

Managing Executive

Baldwin & Associates LLC

Nova Southeastern University

Tampa/St. Petersburg, Florida

Extensive experience as a property insurance industry claims executive. A dynamic and clear communicator with a track record of successful accomplishments in CAT Adjusting, Complex claims, Litigated and Non-litigated claims. Multistate adjuster licenses, Certified Mediator and Arbitrator. Experience in executive management, organizational performance/development, strategic planning, leadership, and profit/loss responsibility. Experienced developing workforce and corporate education and training programs. Contract and program experience in federal and state governments. Alternative Dispute Resolution (ADR) skills as a Certified Mediator, Arbitrator and licensed Insurance Adjuster. Post Secondary education experience as a business professor and corporate education instructor. C-level executive management background and business ownership expertise. Results driven. Specialties: Certified Management Consultant/Business Analyst Project Management Professional (PMP qualified) Six-Sigma Black Belt Mortgage Banker Qualified Arbitrator Certified Mediator Corporate Mediator Neutral Umpire Neutral Facilitator Certified Insurance Adjuster Professional Negotiator Federal Contractor Motivational Speaker Seminar Instructor Professional Development Trainer Adjunct Business Professor

Experience

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Mediator/Arbitrator/Adjuster

Company Name Baldwin & Associates LLC

Dates Employed Oct 2004 – Present

Employment Duration 13 yrs 1 mo

Location Tampa/St. Petersburg, Florida Area

Highly effective Mediator, Arbitrator, Adjuster, Umpire and Facilitator. Dispute settlement expertise in Business Contracts, Property/Casualty, Consumer Finance, Commercial Finance, Insurance, Mortgage Foreclosure, Risk Management, Workplace/Employment Disputes, Lemon Law, General Construction, Product Warranties and Real Estate. Experienced Senior Business Consultant and Analyst; a dynamic communicator with a track record of successful arbitration's, mediation's, negotiations and

presentations; senior corporate trainer expertise in adult education and professional development; Contractual experience in government and corporate environments. Federal Civil Rights Act, ADA, EEO working knowledge. Group facilitation expertise in both dynamic and contentious environments.

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Senior Managing Partner

Company Name Baldwin & Associates LLC

Dates Employed Jan 2001 – Present

Employment Duration 16 yrs 10 mos

Location Tampa/St. Petersburg, Florida Area

Serve as primary relationship executive for a portfolio of accounts. Work with senior consultants, contract consultants and other professionals to identify opportunities, develop solutions, and prepare proposals and close new business for the firm. Cultivate and manage new business relationships with strategic partners and vendors. Develop and publish client penetration strategies for portfolio of accounts. Establish and manage sales objectives, lead organizational strategy and planning sessions. Serve as client advocate for all service delivery and related issues for portfolio of accounts. Establish financial and operational goals for client projects. Provide engagement direction and quality assurance for client relationship and maintained senior level relationships with key decision makers of clients and prospects. Directly manage delivery of client services. Measured project profitability, timeliness and quality issues to meet client satisfaction. Provide mentoring, performance feedback and direction/goal setting to senior consultants, contract consultants and other professionals tasked with delivering client results. Motivate team members to exceed established financial targets. Understand and support the development and growth of practice methodology. Support R&D and innovation efforts within the organization. Helped identify emerging and unique markets for the firm and supported development of appropriate responses to market positions. Assist in the development of pricing strategies and set operational goals consistent with the strategic direction and assume financial responsibility for results.

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Senior Management Consultant/Senior Bus Analyst

Company Name International Profit Associates Inc

Dates Employed Dec 2002 – Oct 2004

Employment Duration 1 yr 11 mos

Location 1250 Barclay Boulevard Buffalo Grove, IL 60089

Responsible for driving client engagements, served as the primary project manager for client services and served as a subject matter expert. Responsibilities included collaborating with team members to develop and support the timely execution of project plans and oversaw project team utilization and overall project profitability. Directed execution of project tasks including interviewing, data collection, modeling, status reporting, issue identification, presentation development, training design, facilitation, etc. Managed internal and external trainer utilization and availability. Provided leadership and motivation to project team members to deliver client objectives and deliverables on time and on budget. Supported measurement of client satisfaction. Supported the billing and collection process for the firm. Provided timely performance feedback and direction setting for field project consultants.

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General Manager/Florida Chief Executive Officer

Company Name Security Broadband Inc.

Dates Employed Jul 2000 – Nov 2002

Employment Duration 2 yrs 5 mos

Location Sarasota, Florida Area

Directed business operations, marketing plans, staff and sales management. Responsible for strategic direction, operating revenues and profit & loss. Supported and managed day-to-day operations of the business unit. Primary public relations executive for the Florida operations. Responsible for broadband based security system network deployment, vendor relations, product licensing and executive liaison for 3rd party joint venture with the lead broadband provider. Accountable for corporate performance goals and business objectives.

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General Market Manager

Company Name ADT Fire & Security

Dates Employed Jun 1999 – Jul 2000

Employment Duration 1 yr 2 mos

Location Montgomery, Alabama Area

Formerly SecurityLink/Ameritech, Inc. (now ADT/Tyco).

Assigned to lead a turnaround of under performing business operation. Implemented new corporate business plans for broadband services, data monitoring, and bundled service offerings. Managed sales, call center, administrative, and customer service departments. Hired, trained and developed management teams. Accountable for corporate performance goals and objectives. Monitored sales activity and motivated sales team to meet/exceed targeted goals. Monitored customer satisfaction ratios and service programs to ensure highest standards of customer service. Worked closely with service and installation teams to ensure timely delivery of services.

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President

Company Name Skylink Inc

Dates Employed Apr 1993 – Jun 1999

Employment Duration 6 yrs 3 mos

Location Pensacola, Florida Area

Company was provider of wireless communication products and services. Directed and oversaw daily business operations, marketing plans, sales management, staff, and corporate activities. Established targets for sales, revenue, and customer growth, retention, and customer satisfaction.

P&L responsibility for corporate performance goals and objectives. Lead company to five-year profitability in a very competitive industry. Developed and monitored cost and revenue budgets; developed marketing strategies and customer acquisition programs. Maintained long-term strategic partnerships with partner technology companies. Executed a 5-year expansion plan for regional mass-market distribution of new services and locations.

Education

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Nova Southeastern University

Degree Name Management

Field Of Study International Business/Leadership

Grade 3.65 GPA

Dates attended or expected graduation 2008 – 2011

Activities and Societies: Alpha Chi

Deans List

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Hamilton University

Degree Name MBA

Field Of Study Business Administration

Grade 3.5 GPA

Dates attended or expected graduation 1996 – 1998

Maintained 3.5 GPA

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St. Petersburg College

Degree Name Six-Sigma

Field Of Study Six-Sigma Black Belt Certificate

Grade 3.0 GPA

Dates attended or expected graduation 2009 – 2010

Activities and Societies: ASQ

Business process improvement, total quality management, lean processes, Six Sigma

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Case Western Reserve University

Degree Name Certificate

Field Of Study Inspiring Leadership through Emotional Intelligence

Dates attended or expected graduation 2013 – 2013

Activities and Societies: Society of Emotional Intelligence

This certificate program addressed emotional intelligence competencies and longitudinal studies of their development, examined resonance and developing "resonant leadership" capability, emotional intelligence, and the experiences of mindfulness, hope, and compassion. Using the latest in neuroscience, behavioral, organizational and psychological research, participants learned and understand the theory, research, and experience of the Positive Emotional Attractor that is an essential beginning to sustained, desired change for individuals, teams, organizations and communities.

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Northwestern University School of Law

Degree Name Certificate

Field Of Study Law and the Entrepreneur

Dates attended or expected graduation 2013 – 2013

This certificate program addressed the legal aspects of entrepreneurship both for entrepreneurs and lawyers who hope to represent entrepreneurs. Among other subjects, the course will covered American law on choice of entity (corporation, limited liability company, partnership, sole proprietorship), selection of a company name and trademark, protecting intellectual property of the business with patent, trade secret, trademark and copyright law, structuring agreements among owners, venture capital and other equity and debt financing arrangements, and the relationship between attorneys and entrepreneurs.

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University of Pennsylvania - The Wharton School

Degree Name Certificate

Field Of Study Operations Management

Dates attended or expected graduation 2013 – 2013

Activities and Societies: ASQ

This certificate program addressed business operations performance: improve productivity, increase responsiveness, deliver higher quality standards, analyze business processes and improve them, identify bottlenecks, measure flows rates, and inventory levels, Lean Operations and Six Sigma.

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ALL-Lines Training

Degree Name Certified Insurance Adjuster

Field Of Study Claims Adjuster

Dates attended or expected graduation 2013 – 2013

Activities and Societies: Member of adjusting associations.

Property & Casualty Insurance claims adjusting.

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Project Management Institute

Degree Name PMP (Qualified)

Field Of Study Project Management

Dates attended or expected graduation 2008 – 2010

PMP qualified