

Doug Baldwin

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Professional Summary

Highly organized, detail-oriented professional and MBA graduate with an extensive track record in client relations, public safety, and multi-million dollar account management. Demonstrates a unique blend of critical problem-solving and service excellence, ranging from high-stakes emergency dispatch to complex corporate contract negotiations. Expert at analyzing granular data, managing strict service level agreements (SLAs), and fostering strong, trust-based client relationships that drive retention and revenue growth.

Education

- MASTER OF BUSINESS ADMINISTRATION | 09/2002 | Baker College
Major: Business Administration with a focus on Marketing.
- BACHELOR OF SCIENCE | 06/1990 | Ohio University
Major: Political Campaign Management.

Skills and Abilities

- Sales
Real Estate, Retail, Direct, and Business to Business.
- Management
Experience managing staff and business operations.
- Communication
Product and project sales presentations.
- Leadership
Experience assembling and creating new teams in support of organizational sales goals.

Experience

REALTOR | 08/2019 – PRESENT
Ohio 2019 -2026 | NC 2023 – Present | SC 2025 - Present
North Carolina License # 349672
South Carolina License #145162
Broker is Dalton Wade Inc. since May 2026
Member National Association of Realtors.
Member Canopy MLS

911 DISPATCHER | CITY OF AURORA, OHIO | 04/2021 – 05/2025

Public Safety Telecommunicator answering emergency and non-emergency calls, assessing critical situations, dispatching police, fire, or medical units, and providing callers life-saving instructions before help arrives.

PROJECT/OPERATIONS MANAGER | CRESCENT DIGITAL | 06/2017 – 02/2020

Cleveland, Ohio

Crescent Digital is an audio and video integrator servicing the commercial av integration and integration markets. From system design and hardware integration to implementation and support, crescent has customers throughout the United States, Latin America, and Europe.

- Successfully managed the quality and profitability of approximately \$1.5 million dollars in revenue.
- Effectively communicated project scope, schedule, and budget with both customers and contractors.
- Identification of revenue growth opportunities.
- Change order management.
- Met customer deadlines and Service Level Agreements.
- Recruited technicians and provided remote support to technicians in the field.
- Displayed Crescent Digital's core values to our customers, partners, and team.
- Creating and executing the digital marketing business plan.
- Technical staff scheduling, training, and coaching.
- Process improvement and procedure documentation.

SALES/BUSINESS MANAGER | SMART SOLUTIONS INC | 11/2013 TO 05/2017

Beachwood, Ohio

SmartVM is an Ecommerce website for KVM and networking products. SmartVM.com carries a wide variety of products including rackmount LCD drawers, KVM switches and extenders, video solutions, digital signage, video matrix switches, extenders, splitters, switches and more.

- Management of all aspects of ecommerce website including:
- Creating and executing the digital marketing business plan.
- Global Supply Chain.
- Forecasting and budget reconciliation.
- Sales and account development.
- Vendor identification and negotiation.
- Website design and product promotions.
- Call center training and development

PROPOSAL WRITER | SWAGELOK COMPANY | 08/2012 TO 11/2013

Solon, Ohio

Swagelok Company is a global developer and provider of high-quality and reliable fluid system solutions including products, assemblies and services for research, instrumentation, process, oil and gas, power, petrochemical, alternative fuels, and semiconductor industries.

- Responsible for analyzing complex RFQ packages up to \$10million and providing proposals to satisfy customer specifications.

- Negotiate custom-solution package with end customer.
- Disseminate specifications, terms and conditions to appropriate Swagelok groups to support SCPC and coordinate responses in order to meet customer deadlines.
- Review purchase orders to ensure alignment with proposal. Investigate and resolve any discrepancies.
- Received Award of Appreciation for continuous improvement proposal in the management of workflow.

INSIDE SALES MANAGER | SMART SOLUTIONS INC. | 10/2005 TO 04/2012

Beachwood, Ohio

Smart Solution, Inc. is a technology company providing hardware, software, and managed services to clients in education, legal, and corporate markets. (This division of Smart Solutions was acquired by Blue Technologies)

- Hardware & Software Sales Manager
- Responsible for hardware & software sales management for all divisions.
- Manage all vendor relationships including Cisco and HP.
- Tasked with CRM identification and implementation as part of strategy team.
- Maintain ownership of key accounts due to relationship strength.
- Played significant role in start-up of KVM/AV Ecommerce initiative.
- Sales and Process training.
- Outside Sales - K-12 hardware and software.
- Managed deliverables for Federal E-Rate program, moving Smart Solutions into the top five E-Rate hardware and software providers in the country.
- Management of all K-12 accounts totaling \$15M.
- Complete project management including sales, proposals, pricing, conversion, planning, scheduling, and invoicing.
- Proactively identify value-add opportunities for existing customers.
- Project management - Systems rollout.

EXPERIENCE BEYOND 20YRS

Account Executive with Network Technologies - Aurora, Ohio Nov. 2001 to Oct. 2005

Inside Sales with Rexel, Inc. – Solon, Ohio Aug. 1998 to June 2001

Sales Team Leader with Pioneer Standard Electronics – Solon, Ohio Aug. 1996 to Aug. 1998