



Davis Professional Services



Davis Professional Services (DPS) is a team of experts who identify the best solutions to help our clients achieve measurable results while ensuring the customer experience is top of mind.

We become an extension of our clients' teams immersing ourselves into their culture and ways of working to improve quality of services, create efficiencies, and achieve cost savings.

We leverage our industry experience to address our clients' pressing needs.



- ❖ SBA 8(a)
- ❖ Woman – Owned Small Business (WOSB)
- ❖ Minority Business Enterprise (MBE)
- ❖ Disadvantaged Business Enterprise (DBE)

CORE COMPETENCIES



PROGRAM MGT & IT SUPPORT

541611, 561110, 561410

- Cross – Functional Program Management
- Project Management
- Resource Management
- Administrative Support
- Budget Management
- Event Planning
- IT Help Desk



TRAINING & OPERATIONS

541611, 611430, 611710

- Organizational Assessments
- Operational Transformation
- Asset Management and Readiness Support
- Instructional Design
- Curriculum Development & Delivery (DEI, SW)
- Training Tools
- eLearning (Development, Video & Animation, Graphics Support)



MARKETING & COMMUNICATIONS

541611, 541613, 561410

- Digital Marketing
- Communications
- Copy Writing and Document Support
- Social Media Support
- Web Development & Design

KEY CLIENTS



CERTIFICATIONS



SAMPLE PAST PERFORMANCE

ALABAMA POWER COMPANY

TRAINING SUPPORT

- Performed needs assessment to identify training needs
- Developed process flows to support new service offering
- Developed roles-based participant guides, job aides, visual process maps
- Produced training videos to facilitate self-paced and refresher training
- Delivered live training for new service offering

CINC SYSTEMS

OPERATIONS TRANSFORMATION

- Assessed customer support team current operations
- Developed a gap analysis
- Provided recommendations regarding headcount, training, management processes, reporting, KPIs, management dashboards, support channels

CDC OSH

DOCUMENT SUPPORT

- Provided content creation and documentation support including copywriting, editing, word processing, and graphic design services.

GEORGIA POWER COMPANY

CONSULTING & DOCUMENTATION

- Developed onboarding documentation for sales teams
- Developed Co-Op Program Handbook
- Produced video testimonials
- Developed learning guides for account managers
- Documented the current state customer journey and recommended changes to improve the customer experience

HITACHI

MARKETING & DOCUMENT SUPPORT

- Provided a current state assessment for electric vehicle services
- Developed a go-to-market strategy
- Developed sales and marketing materials to support sales efforts
- Managed production and execution of webinars
- Managed production of white papers

NCMA ATLANTA

MARKETING & COMMUNICATIONS

- Provide digital communications
- Provide management and maintenance of the NCMA Atlanta website and social media platforms

KPMG

PROJECT MGT & CONTENT

- Provide program management for production of client stories, webcasts, and other marketing initiatives
- Develop content for newsletters, blogs, social media, and marketing campaigns
- Provide technical writing services for client stories

RENTPATH

OPERATIONS TRANSFORMATION

- Developed job profiles and aids for the customer support team
- Supported the screening and selection of the new customer support team
- Established performance management guidelines and KPIs
- Implemented management reports and performance dashboards
- Developed standard operating procedures and response service level agreements (SLAs)

Unique Entity Id: E44NWTLS7J4

Cage Code: 7TVG9

Socioeconomic Statuses

- SDB
- 8(a)
- EDWOSB
- MBE
- DBE

Contracting Vehicles

GSA MAS PSS Contract No. 47QRAA21D002V (SINS: 541511, 541611, 541613, 541820, 541910, 611430)

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