



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.



- ❖ Cage Code: 7TVG9
- ❖ UEI: E44NWTLS7J4
- ❖ Contracting Vehicles: GSA MAS PSS
Contract No. 47QRAA21D002V

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

CORE COMPETENCIES

PROGRAM & IT SUPPORT 541611, 561110, 561410

- ✓ Program/Project Management
- ✓ Resource Management
- ✓ Administrative Support
- ✓ Budget Management
- ✓ Event Planning and
Conference Services
- ✓ IT Help Desk

TRAINING & OPERATIONS 541611, 561422, 611430, 611710

- ✓ Organizational Assessments
- ✓ Operational Transformation
- ✓ Asset Management and
Readiness Support
- ✓ Contact Center Services
- ✓ Instructional Design
- ✓ Curriculum Development and
Delivery
- ✓ eLearning

MARKETING & COMMUNICATIONS 541611, 541613, 561410

- ✓ Marketing Support
- ✓ Strategic Communications
- ✓ Digital Communications
- ✓ Social Media Support
- ✓ Multimedia Services
- ✓ Copy Writing and Document
Support

SAMPLE EXPERIENCE

CDC

2019-2022

Provided operations support for the Office of Smoking & Health

- Management and Quality Control/ Supervision/Reporting
- Meeting Support and Management
- Document Development Operational Services

DEPT OF HOMELAND SECURITY

2023 - present

Develop, manage, and administer the Office of Inspector General (OIG) asset management program

Coordinate, administer, manage, train, exercise and maintain the OIG's emergency occupant planning and protection program

KPMG

2017-present

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

NCMA ATLANTA

2020-2023

Implemented annual marketing plans

Ran digital communications

Managed and maintained the NCMA website and social media platforms

Planned events

SOUTHERN COMPANY

2018-present

Develop standard operating procedures (SOPs) for Southern Company Gas

Provided training for Georgia Power and Alabama Power Companies:

- Training needs assessment including an audience analysis, role analysis, communications plan, training infrastructure analysis, and system ownership and administration analysis.
- Development of training materials including job aids, visual process maps, instructor guides, user guides, and knowledge checks
- Development of user guides for each user type (Customer, Billing, Engineering, etc.)
- Development of training videos to facilitate self-paced and refresher training
- Live virtual instructor-led training to internal user groups and customers

Provided workforce development support for Georgia Power Company

- New employee onboarding policies and procedures for sales teams
- Co-Op Program handbook for college interns
- Sales teams video testimonials
- Learning guides for account managers

Implemented customer experience optimization for Georgia Power Company

- Established a consistent customer experience with increased interactions and better ownership
- Enabled greater visibility into interactions between customers and 3rd party providers
- Put controls in place to better manage 3rd party providers

HITACHI

2022

Developed a go-to market strategy for electric vehicle services

Prepared sales and marketing materials to support electric vehicle services sales efforts

Managed production and execution of webinars and white papers

RENTPATH

2019

Established a new Customer Service team with defined structures and clarity of roles who were viewed as an asset to the organization

Implemented improved processes and tools to enable customer service efficiencies

CINC SYSTEMS

2021-2022

Provided strategies to improve operations including recommendations specific to headcount, training, management processes and dashboards, reporting, KPIs, and support channels

Unique Entity Id
E44NWTLS7J4

Cage Code
7TVG9

Socioeconomic Statuses

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

Contracting Vehicles

GSA MAS PSS Contract
No. 47QRAA21D002V

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