

Douglas Giles

Business Development ■ Organizational Management ■ Bottom-Line Growth

Executive Vice President

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EXPANDS CUSTOMER REACH, PROPELS REVENUE & CREATES PARTNERSHIPS

- ✓ **Bring 15+ years' experience driving brand and revenue growth** by optimizing relationships, identifying new markets, and creating competitive advantage.
- ✓ **Skilled executive with ability to design sales and business operations** strategies with focus on surpassing goals and expectations.
- ✓ **Innovative leader who drives staff performance, manages \$500M+ in portfolios, and generates \$250M in revenue growth.**

"I find it amazing that everyone in this company knows who you are." – Steven Napolitano, SVP, First American Title

Leadership ■ Strategic Planning ■ Relationship Management ■ Business Development ■ Program Management
Policies & Procedures ■ Event Management ■ Brand Development ■ Marketing ■ Revenue Growth ■ Budgeting
Cost Reduction ■ Cross-Functional Communications ■ Needs Identification ■ Policies & Procedures
Program & Project Management ■ Requirements Gathering ■ Negotiations ■ Issues Resolution

CAREER HISTORY

Five Points Abstract – New York, NY

2018 – Present

CHIEF EXECUTIVE OFFICER

Full-service Minority-Owned title insurance agency, which services all title insurance and settlement needs.

Visionary leader overseeing all aspects of business strategy, operations, and growth. Spearhead client acquisition and market development initiatives, positioning the company as a trusted provider in a competitive real estate environment. Build and sustain a robust client portfolio by aligning service delivery with evolving industry and community needs.

- **Accelerated company growth** by strategically securing MBE certifications with New York State and City agencies, enabling expanded access to public and private sector opportunities.
- **Expanded market presence** by identifying underserved communities of color and developing targeted outreach campaigns through strategic partnerships with real estate developers, existing clients, and media marketing firms.
- **Established Five Points Abstract as a regional leader** in title insurance services by driving brand visibility, operational scalability, and client retention through innovative, equity-focused business models.

Cornerstone Land Abstract

2023 - Present

SENIOR VICE PRESIDENT, BUSINESS DEVELOPMENT

Real estate title, closing, and settlement services firm that supports homebuyers, investors, developers, owners, attorneys, brokers, and lenders.

- Led business development strategy for the company's title insurance, closing & settlement, and due diligence service lines, expanding Cornerstone's presence across residential, commercial, and condominium development sectors.
- Developed and maintained C-level and executive relationships with developers, real estate investment firms, attorneys, lenders, and brokers to secure new partnerships and referral channels.
- Originated and negotiated high-value strategic alliances, joint ventures, and preferred provider relationships with underwriters, and regional broker networks to drive deal flow.

DOUGLAS GILES

- Oversaw the full sales lifecycle: lead generation, proposal development, RFP responses, due diligence coordination, contract negotiation, and onboarding of new clients.
- Collaborated with internal underwriting, operations, and legal teams to ensure seamless integration of new projects, preempt title/closing risks, and deliver exceptional client service.
- Directed marketing & thought leadership initiatives — whitepapers, presentations, seminars — positioning Cornerstone as a knowledge authority on title risk mitigation and real estate transaction complexities.
- Monitored market trends, competitive landscape, and regulatory changes in title insurance and real estate closing to refine go-to-market strategies.

Garner KSolv - New York, NY

2025 – 2025

DEPUTY DIRECTOR

Leading emergency response and environmental services provider across the United States.

Directed comprehensive night operations across multiple high-capacity congregate housing sites, ensuring seamless service delivery for vulnerable populations in alignment with organizational mission and compliance standards.

- Provided executive leadership to frontline managers and multidisciplinary teams, fostering a culture of accountability, professional development, and trauma-informed care.
- Spearheaded conflict resolution strategies and incident management protocols, successfully mitigating risks and enhancing resident safety during overnight operations.
- Developed and implemented performance metrics and operational benchmarks, driving continuous improvement and elevating team effectiveness.
- Collaborated closely with senior leadership to shape strategic initiatives, optimize resource allocation, and enhance cross-departmental coordination.

NYC Health + Hospitals (H+H)

Humanitarian Emergency Response and Relief Center (HERRC) – New York, NY

2023 – 2025

HERRC PROGRAM SITE MANAGER

City-sponsored emergency humanitarian initiative serving over 2,000 asylum seekers across hotel and congregate tent sites.

Led full-scale site operations and cross-functional teams of 100+ vendor staff across multiple shifts. Delivered services at scale with a focus on accessibility, safety, and compliance, while managing crisis response, vendor coordination, and stakeholder engagement.

- Improved site-wide operational efficiency by coordinating across Hospitality, Logistics, IT, and Finance departments—cutting supply delays by 30% and maintaining 100% meal delivery coverage.
- Standardized vendor rounds with service leads (e.g., medical, education, inventory), increasing daily service issue resolution and continuity.
- Instituted escalation and communication protocols that reduced unresolved incidents by 40%, while maintaining consistent operations across 24/7 shifts.
- Conducted detailed invoice audits and corrected billing errors, resulting in over \$100K in recovered costs.
- Cultivated productive relationships with property and tent site managers to improve guest experience and operational conditions.
- Mentored supervisors and vendor leads, reducing staff turnover by 25% and increasing inter-team accountability and collaboration.

First Nationwide Title Agency – New York, NY

2014 – 2018

VICE PRESIDENT

Full-service title insurance underwriting company, which services all title insurance and settlement needs.

DOUGLAS GILES

Serve as high-profile executive leader charged with establishing, managing, and developing large client base across region. Drive rapid growth by analyzing business needs and goals and deliver new strategies and solutions with focus on market expansion. Analyze and resolve variety of business and operational issues, including account and claim status.

- **Transformed organization and grew revenue by \$250M** by expanding into student housing market across three states through researching and strategically partnering with media marketers to drive brand.

First American Title Insurance Company – New York, NY

2001 – 2014

ASSISTANT VICE PRESIDENT / RECORDING MANAGER

One of the largest title insurers in the nation, providing title insurance coverage and professional services.

Charged with managing and supporting \$500M+ in real estate transactions. Directed, trained, and coached 8 team members. Expanded branded market growth throughout region. Established and cultivated partnerships with company executives, clients, staff, and key stakeholders. Assisted staff in the sales process by providing underwriting decisions to meet company's practices, standards, and guidelines.

- **Saved \$200K by slashing backlog from nine months to one week.** Hired interns to organize previous documents and established new organization system with accounting closing departments.
- **Generated new revenue and increased competitive advantage** by developing and delivering strategic, operational, and marketing improvements.

NYC Department of Finance – Bronx, NY

1999 – 2001

REAL PROPERTY TITLE EXAMINER

Government organization providing revenue service, taxation, and deed recordings for city of New York.

Reviewed and maintained real property documents within County Registers office to maintain adherence to legal recording requirements. Calculated property fees and taxes. Built and maintained strong relationships in public and private sectors for commercial real estate, ensuring successful closing with clear, marketable titles.

EARLY CAREER EXPERIENCE

Real Property Title Searcher

NYC Department of Finance, New York NY

Legal Assistant/Records Clerk

Anderson, Kill, & Olick, P. C., New York, NY

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Pre-Law, Minor in Business Administration

City College of New York, New York, NY

AFFILIATIONS

President

Mortgage Bankers Association of NY, New York, NY (2025 – Present)

Vice-Chair

Northside Charter High School (2012 – Present)

DOUGLAS GILES

Executive Vice President

Council of Urban Real Estate, New York, NY (2014 – 2018)

Programming Chair

African American Real Estate Professionals of New York, NY (2010 – 2012)

- **Propelled memberships from 40 to 255, doubled revenue, and achieved 75% event attendance rate** by organizing calendar of events, creating panel discussions, and expanding sponsorship base.

Board Member

Young Mortgage Bankers Association, New York, NY (2005 – 2007)

Member

International Council of Shopping Centers, New York, NY (2004 – Present)

INTERESTS & ACTIVITIES

Golf, Cycling, Mentoring Children, Community Development