

Responsibility of Actions

Every account has unique duties and responsibilities

Below is a listing of what I provide to each Project

Derek Smith

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Enterprise clients demand purpose-built solutions designed to meet their individual needs.

Whether competing in the intense war for talent, building tech, or service-based processes, the client deserves to be your top concern.

My fundamental process is to work with all stakeholders, creating solutions that meet the collective Short, Mid, and Long-term needs.



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My Responsibilities

Controlling Costs

Will the plan provide a positive ROI?

By reducing processes, controlling labor, increasing efficiency, or increasing revenue. All Projects must allow companies a positive outcome.

As the Project Director, I am directly responsible for all related costs.

My focus considers project profitability, so controlling costs is everpresent.

Integrity

Always act with honesty, fairness, and loyalty. Success is found when we are honest with our intentions as we collaborate across teams. Remain transparent and openly express views even when they go against the easiest path.

I serve as a voice for the desired outcome; Knowing meaningful contributions require honest dialog when growing the business.

Integrity also means being fair and loyal to your team and employees. This requires creating mentorship, development, and growth plans for all project members, staff, and team.

Industry knowledge

To remain up-to-date on the latest trends in the industry, I block time each week to read, research, and receive Demos of emerging products. One can't convey shifting markets and megatrends to a client without completely understanding them themselves.

Informed decisions require knowledge only achieved through continual education.

Account Management

I'm accountable for executing day-to-day account management tasks, including project staffing, SOWs, project production, providing delivery oversight and quality, invoices, and profit.

Client and Account Management is a proactive process. You can't be a successful "reactive" leader.

Relationships

Building and nurturing trusting, long-term, mutually beneficial relationships with senior clients is what Relationship Building is all about.

I've worked with hundreds of stakeholders as both internal and external partners over the years.

I build trust by following through with commitments and taking responsibility for mistakes or unforeseen obstacles.

Consultative Up-Selling

Up-Selling is critical in today's business climate. We all know expanding services is more accessible than selling to a stranger.

The expansion of services is a benefit for the customer. When aligned with clients, I understand their needs and suggest options for their goals.

By engaging in ongoing dialogue, it's easy to discover pressing business concerns. This information is developed into a tangible strategy.

Offering lasting solutions allows us to maximize our value as we help customers reach their needs.

-Derek Smith

Further information found at www.DerekSmith.us