

## **Black Data Processing Associates Features Michael Davis, Customer Escalation Management Expert**

*By Michael Davis*

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*The 2010 National Data Processing Associates Technology Conference will feature Michael Davis, a Customer Escalation Management Expert, who will be conducting a workshop entitled, "Turning a Business Crisis into a Revenue Stream."*

(Philadelphia, July 27,2010) Customer Escalation Management Expert and Managing Director of MJD Management, Michael Davis, will address this year's Black Data Processing Associates (BDPA) during its 34th Annual Technology conference in Philadelphia, Pennsylvania on July 28th – 31st.

BDPA attendees will engage in a 90-minute workshop titled "Turn a Business Crisis into a Revenue Stream." The premise of this discussion is to arm attendees with insider approach, knowledge and tools to facilitate revenue opportunities after the crisis situation has been resolved.

"Often, business leaders don't consider that they can position themselves for a positive financial outcome while in the midst of resolving a customer business crisis. Through my workshop, participants will learn about what customer's want, along with an approach, skills, and become armed with the tools needed to successfully plan and create the desired positive financial outcome. More importantly, the audience will gain insight into why customer's escalate, what they expect during a crisis, and how to restore customer confidence," states Davis.

Michael has worked extensively with Fortune 500 companies and government agencies to develop and implement solutions to resolve significant and complex business issues. His work and client experience include delivering solutions for Unilever, NASDAQ, America Online, Telefonica, BellSouth International, Cable & Wireless, US Air Force, People's Republic of China, and a host of clients in the technology, consumer packaged goods, brokerage, and telecommunications industries. Michael has proven leadership success in consulting, outsourcing, program management, and new business development with Tandem Computers, Compaq Computer, Hewlett Packard, and Mill Square Group.

He co-founded and is on the Board of Directors of Wonderland Gardens, a non-profit green space destination that serves as a community resource that connects people to nature. Michael is a board advisor for Shop As You Give, the gold standard for e-commerce fund raising. Michael is a Green Energy Council Ambassador and has green energy and sustainability certifications. He co-founded a non-profit after school tutorial and mentoring program for "at risk" high school students to help them gain acceptance into college. Michael holds an Executive MBA from Emory University's Goizueta Business School and a BBA (Management Information Systems) from University of Georgia's Terry College of Business.

About MJD Management Group: MJD Management Group helps companies to transform big picture thinking into actionable deliverables and drive successful execution by eliminating the gap between strategy and execution. MJD Management Group is recognized for a holistic consulting approach and creating innovative strategies and solutions for on-time and under budget delivery that generate new business value for their private and public sector clients. For more information about the company's extensive global experience and broad industry expertise, visit [www.mjdmanagementgroup.com](http://www.mjdmanagementgroup.com) or call 404-654-0964.

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Category	Business, Technology, Internet
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