

D. Hanna

Entrepreneur and Writer

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Summary

Customer service is what I am best at and is definitely my specialty.

I write a popular blog, have interviewed executives from companies like HP, Best Buy, Rackspace, and LinkedIn, and written countless articles on the subject. Through my consulting work, I help businesses bring their customer service "to the next level."

I am seeking angel investor/venture capital funding for a new startup I am working on. I'm also looking to expand my writing skills and portfolio, network, and help companies with their customer service.

Specialties

Customer service, customer service experience, hiring/training, product management, branding, design, business development

Experience

Editor & Blogger at b5media

July 2006 - Present (1 year 2 months)

Business Channel Editor and Blogger at b5media, a leading blog network.

11 recommendations available upon request

CEO/Co-Founder at Stealth-mode Internet Startup

November 2004 - Present (2 years 10 months)

Stealth-mode Internet startup that creates web-based software.

Freelance Writer (Self-Employed)

October 2003 - Present (3 years 11 months)

Freelance writing for a variety of publications and web sites. I write mainly about customer service and technology.

4 recommendations available upon request

Interests

Customer service, technology, web hosting, volunteering, greyhounds, horses, animal rescue, athletics

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15 people have recommended D.

"Doug is a thinker and a serious young man who likes a challenge. Doug knows that service is the key to success in business, and that performance and relationships go hand in hand. He sticks to a task until it is done. Put his heart and mind to work on a detailed problem that you care about. Have him organize. Doug has his eyes set on the future, and he's paying attention to make it the best future it can be.."

— **Liz Strauss**, *blog owner and associate, b5media*, reported to D. at b5media

"Doug was a hard-working member of b5media's editorial team. While at b5, he played a key and active role in building the business channel into one of the largest channels within the network."

— **Mark Evans**, *VP, Content, b5media Inc.*, managed D. at b5media

"Doug was always very pleasant to work with, and very accomodating."

— **Glen Stansberry**, *Owner, Blogfuse*, worked directly with D. at b5media

"Doug rises to the challenges of his job. He does not shy away from issues, but finds fresh and inventive ways to keep improving whatever situation he's facing. He takes on constructive feedback and delivers a good service. He is friendly and has been a real pleasure to work with. Thanks for all your hard work and contribution to b5media!"

— **Shai Coggins**, was D.'s client

"Doug was my channel editor, mentor and friend at b5media. Despite my complaining, Doug was always coaching me and teaching me about blogging. He has a great work ethic and was always available to take my questions and offer a helpful solution. He is a highly motivated individual and that rubs off when you work with him. I can recommend Doug for any position where he oversees others, he will definitely create a successful organization."

— **Mark Herpel**, *Business Channel Blog Writer, b5media*, worked directly with D. at b5media

"Doug helped me make the leap into professional blogging from just writing as a hobby. I can't even begin to explain how much he has helped me. From day one, Doug was supportive and patient,

helping me expand my knowledge base to get me to a point where I have been able to take on other positions with full confidence."

— **Kevin Palmer**, *Writer, b5media*, reported to D. at b5media

"Doug was my channel editor at b5media. He provided great critiques and "positive push" to be at my best, but without being a nag, either. The proof is in the pudding, as they say... this month (July 2007) my traffic is up about 40% over the previous month, and it's grown almost every month since I joined b5media. A big part of that was due to Doug's coaching."

— **Scott Allen**, *Blogger, b5media*, worked directly with D. at b5media

"Douglas has been inspirational during my short tenure at b5: He superbly absorbed the foibles and many frustrations of an eccentric Brit and continued to prompt me: Very few people could have done that given my workload and "crusading" personality He remains a pillar of integrity and I will always be grateful for that. Once in a while you get to meet someone who you just like, trust and respect - Doug is that person."

— **Jonathan Farrington**, *Managing Partner, The jfa Group*, reported to D. at b5media

"Doug is a great problem solver. He's incredibly responsive. If he doesn't know the answer, he finds the answer. I have the utmost respect for him."

— **Kelly Phillips Erb**, *Blogger, b5 media*, reported to D. at b5media

"Doug has done an outstanding job managing his bloggers and his channel at b5media. I can honestly say I have never seen anyone grow so much in a position. He is highly motivated to succeed and to help those working with him succeed. He is organized, efficient and has great people skills that have made him a pleasure to work with. He will be tremendously missed here at b5media."

— **Christina Jones**, *Content Manager, b5media, Inc*, managed D. at b5media

"Douglas is a phenomenal writer and is passionate about customer service. He contributes to the blogging community and is truly a professional!"

— **Maria Palma**, *Blogger, Know More Media, Inc.*, was with another company when working with D. at Self-employed

"I've worked with Doug Hanna on various blogging projects over the past year, and have a true appreciation for his abilities and professionalism. Doug is a creative business author with the knowledge to make his content thought provoking and relevant. The entrepreneurial spirit is a constant source of inspiration to the group of customer service professionals with whom he works."

— **Tom Vander Well**, *Vice President, c wenger group*, worked directly with D. at b5media

"Douglas is awesome! He knows all there is about customer service and can help you improve your business!"

— **Amy Armitage**, was D.'s client

"Doug's work is thorough, professional, and a pleasure to read. I highly recommend him as a writer."

— **Dan Garon**, *Owner, Press Advance*, managed D. at Various Publications and Web Sites

"Doug delivered an excellent product and demonstrated a high level of professionalism and honesty."

— **Emory Rowland**, *Owner, ClickfireWebDesign.com*, was a consultant or contractor to D. at Various Publications and Web Sites

[Contact D. on LinkedIn](#)