

David Reed brings a unique combination of an engineering education, real world experience, and entertaining presentation skills to each client engagement. Obtaining degrees in Chemical Engineering and Computer Science from Texas A&M University provided the technical, process minded approach to reviewing work processes; although his wife calls him “a weird engineer” because David has always enjoyed the people side of business.

Over twenty years ago, David realized he wanted to ultimately start a company that is focused on two areas: 1) Customer Service and 2) Process Excellence. His belief is that if any organization can do a good job in these areas, they will ultimately be successful.

David served with Andersen Consulting, Exxon, and in senior leadership roles with several smaller companies. His last stop prior to starting his own business was with Walt Disney World in Orlando where he managed an Information Technology support help desk along with other responsibilities.

David ran Customer Centered Consulting Group, Inc. since 1999 and in 2016 joined forces to form Olympia Consulting. David has provided business consulting, training, and speaking services for a wide variety of companies including the following:

- State Farm Insurance
- Coach-Net / National Motor Club
- Concentra
- AT&T
- Halliburton
- Texas National Guard
- Crosstex Energy
- City of Missouri City
- Prestonwood Christian Academy
- Toshiba
- The Holy Land Experience
- Texas Municipal Clerks Association
- CareNow
- Eckerd Youth Alternatives
- USON
- O’Reilly Auto Parts
- Essel Propack
- Church Co-Op
- AmerisourceBergen
- Cosmetic Specialties International
- NCI Building Systems
- General Motors

David is the author of easy read customer service books titled ***Monday Morning Customer Service, A Culture of Service,*** and ***Service Where it Counts.***