

Professional Experience

Business Consultant, Leadership Author & Online Educator

United Arab Emirates | Mar 2024 – Present

- Providing strategic advisory and business consulting services focused on management, operational improvement, transformation, and leadership development.
- Teaching online English and business skills education to adult learners, with a focus on communication, clarity, and applied workplace language.
- Building a professional author platform centred on modern leadership frameworks and executive capability development.
- Developing publication-ready articles and thought leadership content for global mid-tier and peer-reviewed business platforms.
- Actively engaging in post-MBA research and leadership framework development, including the creation of Modo Leader™ recently published in an article in Global Business Outlook (June 2025), a next-generation leadership model designed to bridge strategy, management, and culture in modern organisations. With SPACE-C™, and ModoSphere™ soon to be launched.

Founder & Owner - Doug & Co (Artisanal Deli)

Panama | July 2021 – Feb 2024

- Launched and grew a profitable deli business in Panama from concept to full operation and eventual sale.
- Led all marketing, procurement, operations, and customer service efforts; built strong brand loyalty and community reputation.
- Sold profitable business three later to move to the UAE in 2024.

General Manager - Messaging Software Solutions (MSS)

Parent Company of 4 warn security

Benoni, South Africa | May 2010 - Jan 2021

Simultaneously served as Director of 4-Warn Security

4-Warn Security, a strategic division launched under MSS

Benoni, South Africa | Jan 2018 - Jan 2021

Led MSS operations, strategy, and client delivery, while launching and managing 4-Warn Security as a strategic subsidiary business unit. Combined commercial oversight, technical execution, and hands-on leadership across both business units.

MSS Key Achievements:

- Directed strategy, operations, and cross-functional teams, improving service delivery and internal efficiency.
- Led ISO 9001 QMS certification and embedded process improvements across the business.
- Managed large-scale B2B rollouts, platform migrations, and client onboarding.
- Designed internal SOPs and live KPI dashboards to improve service tracking and accountability.
- Oversaw budgets, procurement, and stakeholder relationships.
- Delivered in-house training and team mentoring to upskill staff and reduce dependency.

4 Warn Security – Division Launch & Oversight:

- Co-founded and led 4 Warn Security, growing it into a leading provider in Benoni.
- Recruited and managed all staff: armed response, control room, and technical.
- Designed and launched CELL PANIC, a mobile-based emergency response service.
- Formed a partnership with SAPS to deploy a police-linked plate recognition system.
- Introduced community outreach, pro bono security for NGOs, and CSR drives.
- Led paper-reduction and operational sustainability initiatives.
- Delivered competency-based adult training, including English support for staff.
- Implemented tech-driven dashboards to improve patrol coverage and incident response.



Summary

Versatile strategic leader with 25+ years of cross-sector experience spanning security, software, retail, consulting, and international business. Proven success in transformation, operations, and growth, including roles as GM, Director, and Co-founder.

Known for aligning people, systems, and culture to deliver strategic change and commercial outcomes. Experienced in developing leadership frameworks, publishing executive-level tools, and training in both in-person and “train the trainer” environments.

Skilled in negotiation, modern leadership, organisational strategy, and aligning business goals with evolving market needs.

Skills

- Operational leadership & optimisation
- Organisational transformation & change
- End-to-end project & cross-functional programme delivery
- Business process improvement
- Change management & culture alignment
- Leadership framework design
- Employee training & “train-the-trainer”
- Online teaching & academic support
- Thought leadership & article authorship
- Cross-functional team leadership
- Stakeholder engagement
- Business negotiation & contract strategy
- Strategic planning & growth delivery
- Service innovation & digital product design
- ISO 9001 QMS implementation
- Market positioning & customer-focused service design
- Strategic partnerships & business turnaround
- Performance management systems
- Excellence in “Soft Skills”: the human touch

Languages

ENGLISH Native ★★★★★
AFRIKAANS ★★★★★

Nationality

South African with UAE residency
Currently on freelance Visa



Technical Manager - Messaging Software Solutions

Benoni, South Africa | July 2008 - Apr 2010

- Promoted after success as assistant manager; led software installation, client integration, and technical team oversight and maintenance.
- Supervised client rollouts, trained key staff, and created SOPs to streamline support and service workflows.
- Managed and coordinated all technical teams and stock control, while driving system quality, service standards, and end-to-end reliability.
- Led technical site surveys and full infrastructure design for client projects, managing procurement and overseeing implementation through to system handover.



Assistant Technical Manager - Messaging Software Solutions

Benoni, South Africa | Oct 2006 - Feb 2008

- Assisted in day-to-day operations and field service coordination.
- Delivered in-house staff training and customer service liaison support.
- Contributed to client training, internal documentation, and process troubleshooting.
- Involved in R&D testing and hardware integration, supporting new system architecture development

Early Career *more info available on request



Store Manager - Sounds Great

- Daily operations, budget, recruitment, cashflow, procurement, sales targets.
- Boksburg, South Africa | Jan 2002 - Jun 2006



Assistant Manager - Foto Catz / Iser Digital

- Promoted into position - floor and corporate sales, stockroom, staff roster.
- Boksburg, South Africa | Aug 2000 - Dec 2001



Photographic specialist & Sales Consultant - Foto Catz / Iser Digital

- Daily duties, floor sales.
- Boksburg, South Africa | Jan 1998 - July 2000

Education



European International University - Paris (online) * in progress *

Candidate - Doctor's Degree Business Admin. - DBA - Expected Graduation end 2027



Edinburgh Business School, Heriot-Watt University

- Master of Business Administration - MBA, | 2025
- Postgraduate Diploma - Intermediate award in Business Administration | 2025
- Postgraduate Certificate - Intermediate award in Business Administration | 2024



AR Training Academy | 2016

- Quality Management Systems (QMS 9001) - ISO 9001 QMS Lead Implementor
- Quality Management Systems (QMS 9001) - Systems Internal Auditor
- Quality Management Systems (QMS 9001) - Requirements & Implementation



Certifications

SAPS - South African Police Service

- Firearm Competency to possess: Self-loading Rifle, Carbine & Shotgun (2018) Credential ID 0615835-8
- Firearm Competency to possess: Self-loading Handgun (2015) Credential ID 0621863-6

PSIRA - Private Security Industry Regulatory Authority

- GRADE A Registered 2017

An Crime Force Training Academy

- Security Grade A (2017)
- Security Grade B (2017)
- Security Grade C (2017)
- Security Grade D (2017)
- Security Grade E (2017)

SAMSA - South African Maritime Safety Authority

- Skipper Category R (vessel > 9m)

Community Engagement & Social Impact

- Conducted public safety events in partnership with CPF and SAPS.
- Hosted free security awareness sessions.
- Hosted free seminars on waste and recycling for local residents in Benoni.
- Supported neighbourhood watch efforts.
- Supported local waste recycling plant as part of 4-Warn's sustainability plan.
- Raised funds and supported:
 - Local orphanages.
 - Local senior centres.
 - Local animal shelters .

Strategic Business Leader | General Manager
Transformation/Change & Execution Specialist | MBA



+971 (0) 55 925 9908



contact@dougclarkleadership.com



www.dougclarkleadership.com



www.linkedin.com/in/douglas-clark-1292892a6/