

Douglas Hanna

CEO at A Small Orange LLC

Durham, NC, US

Engaging Customer Service and Technology
Expert

Biography

Douglas Hanna is the CEO of A Small Orange, a provider of high quality shared, VPS, reseller, and dedicated web hosting. As CEO, Douglas leads the company's management team and is directly responsible for the company's finance, business development, marketing, and M&A activities. He is also responsible for HostNine and SEO Web Hosting, two companies that A Small Orange acquired in November 2010. Before joining A Small Orange in March 2010, Douglas was the Customer Service Manager at HostGator.com LLC, a world leading web hosting company with more than 225,000 customers. At HostGator, he was responsible for customer service and customer service operations, as well as corporate communications and public relations. Douglas also founded and writes for Service Untitled, a leading blog on customer service and the customer service experience and has done customer service consulting for companies such as Dell.

Availability

Keynote, Moderator, Panelist, Workshop, Corporate Training

Industry Expertise

Computer Software, Telecommunications, Consumer Services

Areas of Expertise

Young Entrepreneurship, Customer Service, Telecommuting, Web Hosting, Customer Care

Affiliations

Duke University, Entrepreneurs' Organization

Event Appearances

Challenging the Traditional Office

TEDxRaleigh 2011

Customer Service for Hosting Executives

HostingCon 2011

Showcasing the Showcase
WordCamp San Francisco 2009

Education

Duke University
BA Sociology

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