

## Jim Schmidt

Green Peg – Principal/Consultant

Jim Schmidt is an optimistic, decisive and adaptable business professional with more than 20 years of experience. His strengths include analyzing, identifying, creating, and promoting system solutions. He is the co-founder of three successful corporations including Talarian Corporation that reached IPO and was acquired by Tibco Software, Inc.



[Jim@GreenPeg.com](mailto:Jim@GreenPeg.com)

Jim founded Green Peg, Inc. in 2007 to champion customer service solutions for all industries. He coaches managers, directors and C-level executives on the leadership aspects and strategies of customer service. To complement this, he also trains and certifies the support staff using on-site customized workshops and through Green Peg's public Certified Customer Service Professional and Certified Customer Service Manager workshops. Some of his clients have included Genentech, Rational Software, WebMD, Lockheed, NASA, Applied Materials and Hewlett Packard.

Jim served on the Board of Directors of West Valley Flying Club, the largest non-profit flying club in the United States with a fleet of 80 aircraft. He is an experienced FAA Certificated Flight Instructor and commercial multiengine pilot.

Jim holds a BA in Mathematics (Computer Science Concentration) from San Jose State University.

