

DON GLEASON

Greater Portland, ME USA / (+1) 207.751.0218 / don.gleason@me.com

SUMMARY AND PROFILE

Executive Leader (Business-IT); driving strategic cross-functional programs across multiple industry sectors (insurance, healthcare, retail, manufacturing, and government). Strong focus on relationship building, fund-raising, continuous improvement, operational excellence, and delivering real solutions that meet business objectives. Enhance operational excellence by transforming global program delivery operations through talent upskilling, customer-centric processes, and streamlined execution. Focused on Business Development and Revenue Growth; turned around an \$8 million revenue loss into a remarkable \$400 million new business within three years, achieving a 75%-win rate and 40% productivity boost. Innovator & Transformer: reversed consulting losses within a Fortune 10 services company segment through process maturity, governance enhancement, and tool adoption, driving positive outcomes.

Skills

Business Continuity Planning & DRP	M&A Due Diligence/Management	OKR & KPI Reporting/Analytics
Cross-Functional Collaboration	Strategic Operations Planning	Risk Mitigation & Governance
Leadership & Team Building	Business-IT Transformation	Program/Project Planning
Business-Tech Unification	Continuous Improvement	Emergency Management
Budgeting & Forecasting	Standards Conformance	Portfolio Management/PMO
Process Intervention/Rescue	Change Management	Business Case /CBA
Process Innovation	P&L Accountability	Crisis Management
CXO Advisor	Solution Selection	Contract Management

PROFESSIONAL EXPERIENCE

Town of Dresden /Dresden, ME

Selectboard, Chair

June 2022 - Present

- ✓ Spearheaded initiatives for town governance, improving public safety, financial management, and community engagement, leading to a 15% reduction in operational costs.
- ✓ Expedited a \$2M budget allocation for municipal services on top of an annual \$6M operating budget - ensuring optimal resource utilization and regulatory compliance.
- ✓ Facilitated over 20 town meetings, enhancing civic participation by 35% and collaborating with board members to address critical local policy issues.
- ✓ Partnered with local businesses and residents, driving a 10% increase in economic development and addressing fundamental community needs.
- ✓ Collaborated with multiple towns in the county to secure a \$30M broadband project to enhance education, economic development, and telehealth

DGCpartners LLC /Greater Portland, ME

Managing Principal, Chief Programs Officer

January 2013 - Present

- ✓ Led the development and execution of large-scale programs, increasing operational efficiency and driving significant business growth.
- ✓ Directed cross-functional teams, ensuring timely project delivery aligned with strategic objectives, contributing to a 25% increase in overall productivity.
- ✓ Oversaw program budgets exceeding \$10 million, optimizing resource allocations and consistently meeting or exceeding customer satisfaction and profitability targets.
- ✓ Collaborated with program stakeholders to implement improved governance processes (including assessing project risks, implementing mitigation strategies, and enhancing program success - reducing project delays by more than 30%.

UNITED HEALTH GROUP - OPTUM /Minnetonka, MN

Vice President - Government Programs Management & Services

September 2007 - December 2012

- ✓ Led large-scale government healthcare programs, improving operational efficiency by 35% while ensuring full regulatory compliance.
- ✓ Directed cross-functional teams to enhance service delivery, resulting in a 50% increase in overall program performance.

- ✓ Developed and implemented strategic initiatives, streamlining processes and reducing operational costs by 25%.
- ✓ Collaborated with key stakeholders to align program goals with organizational objectives, ensuring seamless integration and driving a 20% improvement in interdepartmental coordination.
- ✓ Reversed \$8M losses and, within 3 years, established EPMO and consulting practice, driving over \$250M in new revenue YOY.

ADDITIONAL EXPERIENCE

- ✓ KEANE/NTT Data (Client CIO and EPMO Sr. Program Director, with NYState agencies, manufacturing, and healthcare payers)
- ✓ GENERAL DYNAMICS/BIW (Corporate Transformation Initiatives Sr. Program Manager - procurement, material control, warehousing & distribution (W&D), and regulatory compliance - EH&S)
- ✓ IBM GLOBAL BUSINESS SERVICES (M&A reengineering and adviser to regional healthcare payers)
- ✓ ARKEMA/ELF ATOCHEM (MSDS and enterprise EHS Compliance Director)

EDUCATION AND OTHERS

Thomas Edison State University /Trenton, NJ

Master of Science - Management

Colorado State University /Fort Collins, CO

Bachelor of Science - Wildlife Biology

Certifications

- ✓ Counterterrorism - Federal Law Enforcement Training (FLETC)
- ✓ SCRUM Master & Product Owner (Certification in progress)
- ✓ Certified Project Director - IAPPM
- ✓ Diversity-Equity-Inclusion - MMA
- ✓ ITIL Foundations - Exin

Memberships

- ✓ Town Committees Sponsor: Broadband - Public Safety - Emergency Mgmt. - Recreation
- ✓ Lincoln County Emergency Management Agency (consultant)
- ✓ MOFGA - Maine Organic Farmers & Gardeners Association
- ✓ State of Maine Mass Casualty/Mass Fatality consultant
- ✓ Dresden Digital Equity (non-profit board member)
- ✓ Lincoln County Search & Rescue (former Chief)
- ✓ Project Lifesaver International
- ✓ Change Management Institute
- ✓ Digital Equity Alliance (DEA)
- ✓ Maine Municipal Association
- ✓ CIO Council member
- ✓ American Red Cross
- ✓ PMO Global Alliance
- ✓ Info-Tech Partner
- ✓ ISACA

Public Service

- ✓ New York State Division of Budget (DOB) & New York State Office for Technology/IT Services - Senior Program Director
- ✓ Wisconsin Health Information Organization (WHIO) - Program Executive & Non-profit Board Adviser
- ✓ Town of Dresden, Maine - Municipal Officer /Selectperson /Chair of Select Board
- ✓ State Medicaid Programs (IA, WA, NJ, ME, NH) - Program Executive/Sponsor
- ✓ Dresden Digital Equity - Board Member - Affordable Connectivity through Infrastructure Upgrade Grant