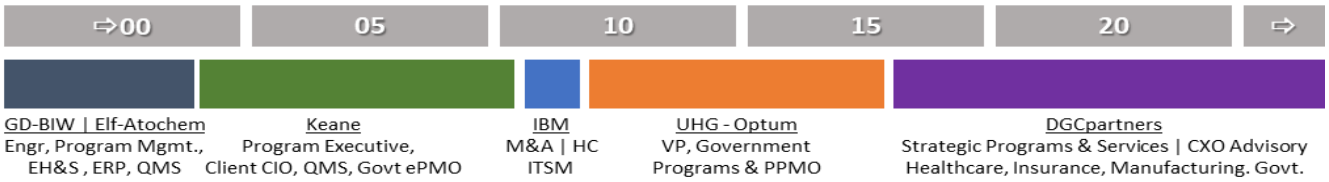
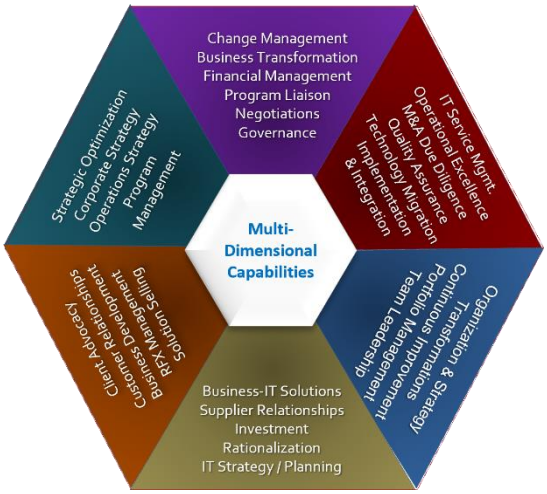
Don Gleason - *Building Value through Collaboration, Innovation, and Delivery Excellence*

Career At-A-Glance



Accomplished business operations and technology leader who leverages technology and business processes to optimize performance and transform business cultures, build value, drive growth, and create an environment of continuous improvement. Continually confront and solve challenging business and IT problems, leveraging enterprise perspective with unique business, technology & engineering skillset to drive business growth, optimize performance, adaptability, scalability, and sustainability. Guide multi-stakeholder teams to build and direct cross-functional, interdisciplinary teams using hybrid methods to solve complex business & technology challenges. Exceed goals for on-time & on-budget performance, quality, customer satisfaction, & ROI by visualizing the complete strategic picture - aligning initiatives with mission, vision, values, goals & objectives



Speaking Personally

Q How do I describe my leadership style?

A. I am a collaborative leader, crafting solutions for business challenges and solving IT problems. I am proud of my ability to lead, train & grow people. I lead by example and find key staff that can do their job and more, giving them opportunities to grow and exceed their expectations.

Q How has my multi-industry experience equipped me for my next role?

A. It has given me insights into the patterns for success and an understanding of the essential C's: Communications, Coordination, Collaboration, and Cooperation - including key leading and lagging performance indicators and the characteristic of endurance necessary for program or market leadership in the growth and competitive spaces. Also, as companies often have customers, suppliers, and competitors in & from diverse industries, my experiences help solve critical business issues and produce results from one vertical market to another, across markets, and within the context of the enterprise ecosystem.

Q How have my experiences shaped my thinking about business?

A. I appreciate the uniqueness in each business and the inherent culture, and I learned why and how people process data and information and access products and services. It also helps me realize the similarities in different markets & niches, whether it's business-to-business or business-to-consumer and that it always starts with person-to-person relationships. Understanding the other person's perspective and cultural pulse is necessary for creating a relationship that leads to business success.

Turned Around IT operations & business planning – closed performance lags (ended budget overruns, decreased defects by 99%, improved, increased productivity, & raised customer satisfaction to unprecedented levels.

Provided leadership in business and technology governance for over $500M+ of portfolio initiatives in government & commercial markets.

Led business process reengineering & operational alignment initiatives, uncovered values drivers, increased scalability, created environment of collaboration & cooperation, and enabled sustained 30% CAGR of practice.

Attained $10M+ in savings by applying best practices, raising productivity, managing staff effectively and aligning business units.

Applied portfolio management and investment rationalization practices in multiple environments – eliminated overruns and increased customer satisfaction (NPS).

Developed Integrated Master Schedules and Program Management Plans providing synergy savings of >$8M+ in the first half-year and led to >$75MM in new work in first year and four consecutive years.

Built high performance teams from the ground up and transitioned functions to accommodate rapid growth within 6 months, established a fully operating PPM delivery organization for full life cycle support – including both development & operations.