

DON GLEASON

Northeastern USA | +1 207.751.0218 | don.gleason@me.com | <http://www.linkedin.com/in/donegleason>

SUMMARY AND SKILLS

PROFESSIONAL SERVICES EXECUTIVE – SOLUTIONS, INNOVATION & SERVICES

An action-oriented strategy-focused leader with extensive experience acquired in delivering optimal results & business value in high-growth environments and establishing key relationships with business segments globally. Skilled in leading teams & advising client leadership with defining/enabling strategies, and selecting business/IT system solutions [Sync-Assess-Strategize-Select-Implement-Optimize]. Accomplished methods & technology operations improvement subject matter expert (SME) rooted in relationships, team-building, optimizing processes, establishing transformation portfolios, and leveraging cost & technology efficiencies & innovation to achieve substantial results across manufacturing, government, healthcare, insurance, CPG, & retail industries.

Heavily focused on the future with product/service deliver excellence - building team leaders, standing up large scale PMOs/TMOs, ensuring robust & resilient cadre of customer-centric relationship-based SMEs & future leaders.

Build strong interdisciplinary collaborative teams in managing complex business & IT projects in financial & technical services in multiple industries, both nationally & internationally. Articulate communicator with exceptional mentoring skills in transforming a low-performing team into a high-caliber workforce coupled with proven abilities to understand people psychology backed by confidence to interact with individuals at all levels. Exceptional communication, presentation & interpersonal skills with proficiency at grasping new concepts quickly and constructively. Holds credit for partnering with operations, technology, and service providers (MSP, VMS, & IT) and a reputation for maximizing value by strategically selecting the right solution & partners - negotiating contracts - measuring & managing performance in a culture of continuous improvement.

~ Reversed consulting losses of an S&P Top15 - redefining success, equipping teams with the right tools ~

~ Raised productivity & secured wins of over \$450M (>\$75M YOY for five years) ~

~ Succeeded in opening new markets with a winning RFX process ~

~ Boosted productivity by 40% and reduced IT-related costs by ~34% (~\$40M over two years) ~

~ Lowered IT costs by 20%, increased win rates from 10% to 70%, and eliminated rescheduling ~

~ Decreased program startup from 3 mths to 2 wks; boosted customer sat (NPS) +40 pts in <9 months ~

Skill Areas: ♦ Business Case / Cost Rationalization ♦ Operations & IT Optimization ♦ Strategic Planning & Technology Roadmaps ♦ P&L Accountability ♦ Proactive Risk Mitigation & Governance ♦ Budgeting & Forecasting ♦ IT/Tech Due Diligence ♦ Practice Development & Deployment ♦ Business & Technology Unification ♦ Compliance & Change Management ♦ Leadership & Team Building ♦ Business Process Improvement ♦ Lean Ingenuity & Innovation ♦ Strategic & Planning ♦ Business Development ♦ Cross-Functional Team Leadership ♦ Competitive Analysis ♦ Leadership Presence ♦ Customer-centric ♦ Problem Solving ♦ Interpersonal & Communication Skills ♦ ISO/IEC ♦ Account Management ♦ Program & Project Scheduling/Planning ♦ Estimation & Resource Planning

PROFESSIONAL EXPERIENCE

Managing Principal | Chief Programs Officer Dec 2012 – Present

DGCPARTNERS LLC, USA – GREATER PORTLAND, ME

Business-IT consultancy focused on enabling business-IT solutions (Assess-Strategy–Select–Implement-Optimize) in healthcare, government, insurance, retail & manufacturing sectors. VOSB Consulting firm leveraging leadership experience (as a CXO-Adviser) helping our clients control costs, recover their most strategic programs and projects, & refine services - leveraging & driving teams in best practices to ensure a sustainable culture of effective change mgmt., customer-centricity, innovation, governance, and growth.

- ✓ Drive assessments, development, delivery of transformations - improving IT governance, reducing spending & enhancing investment planning, adopting & integrating innovations & controls with optimized processes.
- ✓ Facilitate strategic planning & governance; meaningful metrics; application rationalization; develop-maintain-communicate roadmaps; translate requirements into integrated business solutions.
- ✓ Build operational tech focus producing end-to-end innovations, improved performance, and continuous improvement – working directly with multiple BCBS, Medi-Cal / Medicaid, and hospital system clients. Also, work collaboratively with Cognizant, Randstad, BRP (Boston Retail Partners), PARCO, and others.

- ✓ Resolve critical issues & maximize business value through analyses / strategic & technology roadmaps.
- ✓ Ensure identification & analysis of problems & improvements, partnering with stakeholders to consider the appropriate innovative solutions to solve these problems.
- ✓ Conduct business diagnostics & assess functional areas for innovation & IIoT readiness.
- ✓ Provide engagement & subject matter expertise supporting stakeholders in proposal development and other business development (across multiple industries).
- ✓ Collegially assures solutions integration, orchestrating through a team culture while championing Transformation (TMOs), Digitalization, ITSM / ITOM, & Engagement Programs (PMOs) with diverse teams.
- ✓ Ardent leader driving high-quality results, client-centricity, team cohesion, integration of SMEs, and assuring a sustainable success culture.
- ✓ Immersive & experiential team leadership facilitating strategic planning-development-execution / integration, solution selection-implementation-optimization, business transformations.
- ✓ Build consistency & best practice toolkits that foster multi-dimensional short- & long-term strategic planning to effectively manage & coordinate process and technology investments within a cohesive strategy.

Vice President – Government Programs ('10-'12), Managing Director – PPMO ('07-'09)

UNITED HEALTH GROUP – OPTUM, USA – MINNETONKA, MN

Optum operates as a consulting firm for the health industries providing data to healthcare, insurance, & drug discovery companies, and is one of the largest US healthcare data companies. It offers data, software, and services to insurance companies, health insurance analytics, physicians, hospitals, pharmaceutical & biotechnology companies, and government agencies.

- ✓ Reversed losses by building consultative operations & services delivery team of 45 from the ground up.
- ✓ Leveraged RFX expertise to manage an active portfolio of >\$350M/year - now a \$1B book of business.
- ✓ Set strategies & roadmap to achieve aggressive goals in the Medicaid & Medicare markets.
- ✓ Transformed team's capabilities & expertise from technology "build & run" focus to "business-enabler" focus.
- ✓ Strong external relationships drove client business transformations, including implementing innovative technologies, analytics, capabilities, and operating organization models.
- ✓ Tailored governance - including business cases & prioritization, forcing alignment of investments & results.
- ✓ Assure effective communications cascade through the organization regarding decisions, priorities & outcomes.
- ✓ Optimized business performance & IT's cost-benefit profile - foundational for current \$1B+ government book of business by making critical decisions & recommendations regarding infrastructure & architecture.
- ✓ Established operating platform for exponential growth, securing & delivering consulting engagements. Triaged, trained, & equipped over ten consulting teams (each with 20+ members) in the US, UK, and UAE.
- ✓ Increased revenues >200% leading consulting delivery practice & securing wins totaling \$300M in 4 years - legacy processes & assets continue to drive growth in both commercial & govt sectors.
- ✓ Strong c-level & boards relationships, opened new markets & secured new opportunities.

PRIOR EXPERIENCE

Sr Managing Consultant – ITSM SME – M&A – Healthcare ('06-'07)

IBM GLOBAL BUSINESS SERVICES, USA – ARMONK, NY

Sr Program Director – GOVT TECH ('04-'06) | **Client CIO** – PAYER ('01-'04) | **Sr Prog Mgr** – INSURANCE | HI-TECH ('97-'00)

KEANE, USA – BOSTON, MA

EH&S Compliance Program Director – ARKEMA (FORMERLY ELF-ATOCHEMNA) - PHILADELPHIA, PA

Corporate Initiatives Program Manager (Mats/Procurement, ERP/WMS, W&D) – GENERAL DYNAMICS – BIW - BATH, ME

EDUCATION AND MORE

Thomas Edison State University, USA – Trenton, NJ - Master of Science (Management)

Colorado State University, USA – Fort Collins, CO - Bachelor of Science (Wildlife Biology)

Technical Skills: Microsoft Office Suite, PieMatrix, ServiceNow, Cherwell, MS Project, Compuware, SAP, WorkDay
 Certifications: ITIL Foundations – Exin | Certified Project Director – IAPPM, Certified SCRUM Master (in progress)

Business Memberships: PMO Global Alliance, ISACA, CIO Council, Info-Tech Partner Program

ERP: SAP / Oracle; EHR: Epic; HR: WorkDay / Peoplesoft; ITSM+PPMS+WFA: MSP, Pie, ServiceNow