**DON GLEASON**

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**SUMMARY AND SKILLS**

**Transformation & Information Technology Executive**

An accomplished change & transformation leader with robust experience acquired over the years in delivering optimal results & business value in high-growth environments and establishing key relationships with business segments globally. Skilled in advising clients with insights to define/enable strategy, select solutions to enable wide-range & sustainable business-IT outcomes, strategy & operations improvement subject matter expert (SME) rooted in strategy, relationship management, team building, optimizing operations & establishing transformation strategies/portfolios; and, leveraging costmanagement & technology innovation to achieve results across Consulting, Manufacturing, Government, Healthcare, Insurance industries.

Holds credit for partnering with operations & technology, service providers (both MSP & IT) with a record of maximizing value by strategically selecting the right solution & partners - negotiating contracts - measuring & managing performance ina culture of continuousimprovement. Articulate communicator with exceptional mentoring skills in transforming a low performing team to a high caliber work force coupled with proven abilities to understand people psychology backed by confidence to interact with individuals at all levels. Built strong interdisciplinary collaborative teams in financial & technical services in healthcare, government, retail, & manufacturing. Exceptional communication, presentation & interpersonal skills with proficiency at grasping new concepts quickly and utilizing the same in a productive manner.

**~ $8M in 1st year savings, raised productivity & secured wins of over $450M (>$75M YOY for 5 years) ~**

**~ Boosted productivity by 40% and reduced IT-related costs by ~34% (~$40M over a 2 year period) ~**

**~ Lowered costs 20%, increased win rates from 10% to 70%, and eliminated reschedules in <6 months ~**

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

***Skill Areas:*** *⬩ Business Case/TCO ⬩ Operations Technology Management ⬩ Strategic Planning & Technology Roadmaps ⬩ P&L Accountability ⬩ Risk Mitigation & Governance ⬩ Budgeting & Forecasting ⬩ Program & Project Management ⬩ Business & Technology Unification ⬩ Compliance & Change Management ⬩ Leadership & Team Building ⬩ Business Process Improvement ⬩ Lean Ingenuity & Innovation (IoT/IIoT) ⬩ Strategic & Operations Planning ⬩ Business Development ⬩ Cross Function Team Leadership ⬩ Competitive Analysis ⬩ Leadership Presence ⬩ Customer-centric ⬩ Problem Solving ⬩ Interpersonal & Communication Skills ⬩ Analytical Skills*

**PROFESSIONAL EXPERIENCE**

**DGCpartners LLC, USA – Greater Portland, ME**

**Chief Administrative Officer – Strategic Consulting Services**

**Dec 2012 – Present**

Business-IT consultancy focused on enabling business-IT solutions (Assess-Strategy–Select–Implement-Optimize) in healthcare, government, insurance, retail & manufacturing sectors. Boutique consulting firm leveraging leadership experience (as a former CIO and CIO-Adviser) helping our client organizations control costs and schedule for their most strategic programs and projects – mentoring and driving teams in best practices to assure sustainable change management and governance disciplines.

* Drive assessments, development, delivery of transformations - improving IT governance & technology utilization, reducing wasteful spend & adopting TCO, enhancing investment planning & controls with optimized processes.
* Facilitate strategic planning & governance (including biz-IT strategies, balanced scorecard (BSC); meaningful metrics; application rationalization; develop-maintain-communicate roadmaps; and, translating requirements into integrated solutions.
* Build operational tech focus producing end-to-end innovations, improved performance, and continuous improvement.
* Resolve critical issues & maximize business value through rigorous analyses & developing strategic/technology roadmaps to address them.
* 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 and IioT / operational technology readiness.
* Provide engagement & subject matter expertise supporting stakeholders in proposal development and other business development (across multiple industries).
* Proactively earn new opportunities to address client pains and continuously research for creative solutions to address client’s business-IT needs.
* Collegially assure integration of solutions, orchestrating through a team culture, while championing Transformation (TMOs) & Program / Project Management Offices (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.
* Enhance quoting completion from 3+ weeks to 3 days, resulting in increased customer satisfaction & service quality

**United Health Group – Optum/OptumInsight, USA – Minnetonka, MN**

**Vice President – Government Programs**

**’10-‘12**

**Managing Director – PPMO**

**’07-’09**

OptumInsight, Inc. operates as a consulting firm for the health industries providing data to healthcare, insurance, & drug discovery companies seeking to optimize operations. The UHG subsidiary is one of the largest US healthcare data companies, and as such, it helps clients make accurate and cost-effective decisions about medical treatments and insurance coding, as well as where to focus marketing strategies and research. It offers data, software, and services to insurance companies, health insurance analytics, physicians, hospitals, pharmaceutical and biotechnology companies, and government agencies. Optum provides its services worldwide.

* Reversed losses by building consultative operations & services delivery team of 45 from the ground up.
* Leveraged RFX expertise to secure active portfolio of >$350M/year.
* Set strategies & roadmap to achieve aggressive goals.
* Transformed team’s capabilities & expertise from technology “build & run” focus to “business-enabler” focus.
* Through strong external relationships with clients, vendors & consultants, drove client business-IT transformations including not only implementation & adoption of innovative technologies, analytics, and capabilities, but also to significantly transform business & IT operating and organization models.
* Tailored governance to include defined business cases & prioritization of IT initiatives, forcing both business & IT to closely align investments with achievement of better results.
* Impose effective communications cascading through 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 10 consulting teams (each with 20-100 members) in US, UK and UAE.
* Increased revenues >200% by leading consulting practice & securing wins totaling $300M over 4 years (in commercial & government sectors) – legacy processes & assets continue to drive $1B+ government business.
* Refined and built-new customer-centric proposal &delivery capabilities, quickly reversing losses.
* Through strong c-level & boards relationships, opened new market & secured newopportunities/markets.

**IBM Global Business Services, USA – Armonk, NY**

**Senior Managing Consultant – ITSM SME – M&A**

2006 – 2007

**Keane, USA – Boston, MA**

**Senior Program Director** – Govt

**2004 – 2006**

**Client Health Plan CIO** – Healthcare | Payer | CPG

**2001 – 2004**

**Senior Program Manager** – Insurance | Hi-Tech

**1997 – 2000**

**Arkema, Philadelphia, PA**

**EH&S Compliance Program Director** – Speciality Chemicals | International

**1995 – 1997**

**General Dynamics – BIW, Bath, ME**

**Corporate Initiatives Program Manager** (ERP-MRP-II, Work Order, Regulatory Compliance, W&D, Time Accounting) **Materials Engineering Section Manager**

**1986 – 1995**

**EDUCATION AND OTHER**

Thomas Edison State University, USA – Trenton, NJ, 2007

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

Business Memberships:

PMO Global Alliance

ISACA

Info-Tech Partner Program

APCD Council