

DAVID GLAZNER

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PROGRAM LEADER

Sr. program leader with extensive experience in the planning, execution, and management of high-value cost reduction and performance improvement initiatives. Exemplary process design and process improvement skills put into practice using proven project management and Lean Six Sigma methods. Effective in leading large cross-functional teams and interfacing with senior leadership to build and sustain operational excellence in alignment with organizational goals. Proficient in mentoring team members in the use of performance improvement tools, statistics, and data manipulation and analysis to identify areas of process improvement opportunity. Utilize a collaborative and proactive approach to problem solving and foster a culture of mutual accountability. Treat others with trust and respect, encourage openness, and consistently deliver results on time and within budget.

Areas of Expertise:

- Project Management
- IT Solutions Delivery
- Building and Managing Operational Excellence Program Offices
- Process Improvement
- Cost Reduction Leadership
- Product Development and Management

PROFESSIONAL EXPERIENCE

VERIZON COMMUNICATIONS, Irving, TX

2000 – 2017

Program Manager -Business Transformation, 2012 – 2017

Led performance improvement initiatives resulting in \$30MM+ in annual cost savings.

- Selected by Senior Leadership to be among the first enrolled in the Verizon Lean Six Sigma training and certification program.
- Consolidated strategic vendor contracts yielding \$12MM+in annual savings.
- Leaned out operational work flows, reducing contractor spend by \$8M annually.
- Facilitated cross-functional efforts to redesign enterprise network access processes (5-year projection of \$100MM in access cost savings).
- Modified order management processes resulting in a \$10MM reduction in annual bad debt expense.
- Developed and maintained project plans through the entire project life cycle.
- Received multiple best in class Verizon Lean Six Sigma awards.

Strategic Acquisitions Channel Manager, 2009 – 2012

Led teams that built and maintained the order management software platforms used by multiple entrepreneurial channels to process 40% of new VZ FiOS customer orders.

- Managed strategic vendor expense reducing by \$1.2M annually while maintaining service levels.
- Led performance improvement initiatives which resulted in a 13% decrease in customer cancel and churn rates.
- Maintained customer cost acquisition rates at or below those of traditional channels with no long term contracts or costly capital outlays.

Director - Capital Cost Reduction Program Office, 2006 – 2009

Selected by Senior Management to deliver solutions to reduce capital expenditures for FiOS installations while improving the customer experience.

- Delivered software and process solutions that saved \$5MM annually.
- Led a cross-functional team that reduced order system fallout by over 25%.
- Facilitated regional town hall sessions to uncover process inefficiencies.
- Received the Verizon Excellence Award for process innovation.

Manager – Broadband Product Development / Management, 2000 – 2006

Developed, launched, and managed cutting edge broadband products used by over 8MM Verizon customers.

- Launched the first integrated fiber home gateway for use by FiOS customers.
- Managed budget for products with annual expenditures of \$250M.
- Launched secondary suppliers resulting in \$10M savings annually.
- Awarded United States Patent

PRIOR PROFESSIONAL EXPERIENCE

Manager – GTE Supply

Managed vendor relationships, worked with the external sales force, and developed systems platforms key to the logistics arm of the GTE Corporation.

- Partnered with the corporate contract and legal organizations to on-board new strategic suppliers.
- Selected to join the team which led the system development efforts necessary to compete effectively in rapidly changing telecommunications markets.

EDUCATION

Master of Business Administration, Information Systems Concentration

The University of Texas at Arlington, Arlington, TX

Bachelor of Business Administration, Management Concentration

Texas A&M University, College Station, TX

CERTIFICATIONS

Lean Six Sigma - Black Belt
Private Pilot

SOFTWARE SKILLS

Jira, iGrafx, VISIO, Access, Minitab