

Donald G. Oest

Objective

To work for a higher education organization where I can positively affect student academic growth and success through the effective utilization of my leadership, management, technical, and communication skills. To also serve as a positive role model for others.

Experience

08/18 – Present University of Colorado – Boulder Boulder, CO

Full-time Senior Instructor – Leeds School of Business

- Assisted other instructors and faculty members with the use of technology in their classroom
- Assisted in a new hands-on experiential learning experience through an interdisciplinary 12-credit course entitled BCOR Applied Semester Experience (BASE), which focuses the different phases in a company's lifecycle the differing business issues that may arise in these different stages.
- Developed and delivered materials in the Leeds Office of Diversity Affairs' Excel Summer Bridge program, an innovative three-week summer course which prepares incoming students for the challenging curriculum in their first year at Leeds
- Assisted in updating the introductory World of Business (BCOR 1015) course, which emphasizes economic principles as they apply to business and a focus on globalization
- Taught the full lecture and discussion class for several sections of the World of Business (BCOR 1015) course
- Taught multiple sections of BCOR 1025 – Statistical Analysis in Business course
- Taught multiple sections of BCOR 2003 – Business Law, Ethics and Social Responsibility course
- Taught an upper level ORGN 4010 – Redefining the Employee – Employer Relations course
- Taught an Excel Bootcamp to MBA and MS graduate students.
- Developed and proctored exams and also provided office hours for students
- Assisted with reviewing new textbook materials and course updates
- Received excellent results from Faculty Course Questionnaires
- Assisted the Athletics Department with recruiting student athletes interested in pursuing a business degree
- Worked with the Leeds Office of Diversity Affairs to assist with student success for under-represented students

08/14 – 08/18 University of Colorado – Boulder Boulder, CO

Full-time Instructor – Leeds School of Business

- Assisted in developing and developing a new hands-on experiential learning experience through an interdisciplinary 12-credit course entitled BCOR Applied Semester Experience (BASE), which focuses the different phases in a company's lifecycle the differing business issues that may arise in these different stages.
- Developed and delivered materials in the Leeds Office of Diversity Affairs' Excel Summer Bridge program, an innovative three-week summer course which prepares incoming students for the challenging curriculum in their first year at Leeds
- Assisted in developing a new introductory World of Business (BCOR 1015) course, which emphasizes economic principles as they apply to business and a focus on globalization
- Taught the full lecture and discussion class for the World of Business (BCOR

1015) course

- Taught multiple sections of Excel Lab (BADM 2010) course, which consists of utilizing Excel with customers' data to solve business problems
- Taught the full lecture and coordinated the recitation leaders for the Introduction to Operations and Information Management (BCOR 2500)
- Developed and proctored exams and also provided office hours for students
- Assisted with reviewing new textbook materials and course updates
- Received excellent results from Faculty Course Questionnaires
- Assisted the Athletics Department with recruiting student athletes interested in pursuing a business degree
- Worked with the Leeds Office of Diversity Affairs to assist with student success for under-represented students

08/08 – 08/14 University of Colorado – Boulder Boulder, CO

Part-time Lecturer – Leeds School of Business

- Taught the full lecture and discussion class for Introduction to Business (BCOR 1010) course, which covers the interrelated functions of business, combined with Corporate Social Responsibility
- Taught the full lecture for Introduction to Operations and Information Management (BCOR 2500) course
- Taught multiple sections of Excel Lab (BADM 2010) course, which consists of utilizing Excel with customers' data to solve business problems
- Developed and proctored exams and also provided office hours for students
- Received excellent results from Faculty Course Questionnaires
- Assisted with reviewing new textbook materials

04/07- 09/14 (Retired) IBM M & TS Division Boulder, CO

Project Executive – National Service Office (NSO)

- Responsible for customer satisfaction, service delivery and financial performance of the hardware break/fix maintenance activities for more than 100 Strategic Outsourcing customers in North America
- Direction an organization of more than 90 Project Managers
- Assist with the development of and implementing creative solutions that exceed customers' expectations
- Responsible to meet and exceed all SLAs / SLOs while achieving a \$92M cost budget
- Assist with the negotiations and procuring of vendor services in support of the hardware break/fix maintenance business
- Ensure accurate and timely billing of all NSO activities

10/04-04/07 IBM Global Services Division Boulder, CO

Second Line Manager – EUS IMAC Coordination / Centralized Technical Support

- Responsible for customer satisfaction and service delivery to more than 40 commercial customers and our internal account across North America
- Assist with due diligence and transition of all new IMAC business across North America
- Direct an organization of more than 190 IMAC Coordinators and Centralized Technical Support Specialists in the US and Canada
- Recognized as the IMAC Coordination Subject Matter Expert across North America
- Responsible to meet and exceed all SLAs / SLOs while achieving all expense targets and cost take out actions
- Participate in many Executive Briefings describing our services direction and capabilities to potential customers and clients
- Responsible for driving our Building Continual Improvement initiatives across

the US and Canada

12/02-10/04 IBM Global Services Division Boulder, CO

Business Operations Manager - EUS

- Responsible for all business operations for End User Services including all financial and operational measurements across North America
- Directed a tools & technology team that was responsible for tools, telephony and IT infrastructure
- Responsible for all back office operations including staffing and scheduling, quality telemonitoring, and vendor administration
- Developed and monitored all business cases for shared services and new projects

09/00–12/02 IBM Printing Systems Division Boulder, CO

Region Manager - Service

- Directed an organization that is responsible for \$213M of revenue and \$78M of expense.
- Responsible for over 700 customer engineers across 32 states.
- Provide leadership and direction for 6 second-line managers and 44 first-line managers
- Designed and taught a class for high potential management candidates for the entire US.

06/96-09/00 IBM Printing Systems Division Boulder, CO

District Manager - Service

- Merged two different and distinct district offices into one large district.
- Achieved all financial, technical and customer satisfaction objectives.
- Managed over 140 customer engineers in 11 Western states.
- Consistently one of the top 3 districts in the US.

Education

09/88-05/90 Fairleigh Dickinson University Rutherford, NJ

M.B.A. – Finance

09/83-12/85 Ramapo College of New Jersey Ramapo, NJ

B.S. – Business Administration

09/73-05/75 S.U.N.Y – Farmingdale, NY Farmingdale, NY

A.A.S. – Computer Science

Certifications

08/05 Help Desk Institute (HDI) – Help Desk Manager Certification

10/05 Six Sigma Green Belt Certification

06/06 Information Technology Infrastructure Library (ITIL) Foundations Certification

11/20 Certified Delta Sigma Pi Leader (CDL)

Associations

03/95-03/04 Board of Directors – Creekside Homeowner’s Assoc.

03/95-09/14 Volunteer with St. Vrain Valley School District

05/95-06/01 Board of Directors – Jr. Achievement – Rocky Mtn Inc.

11/97-12/06 Board of Directors – Longmont YMCA

05/00-12/05 Board of Directors – INROADS/Colorado Inc.

04/12-09/14 Board of Directors – Longmont Area Chamber of Commerce

10/12-Present Front Range Community College Advisory Board

12/18-Present Board of Directors – The Inn Between of Longmont, Inc.

Seminars Attended 02/06/20 Attended “Sustainable Procurement Integration” Webinar
02/13/20 Attended “Operationalizing Sustainability” Webinar
03/12/20 Attended “Teaching Remotely Training” Seminar
04/03/20 Attended “PlayPosit: Engagement in a Pinch”
05/04/20 Attended “Proctorio Training” Seminar
05/06/20 Attended “Microsoft 365 Updated for 2020: Learn What’s New”
05/18/20 Attended “The Epidemiology of COVID-19: Where Do We Go From Here”
06/05/20 Attended “How to Make Videos to Deliver Course Content”
06/07/20 Attended “iClicker Reef and Cloud Consultation”
06/11/20 Attended “How to Engage Students with Canvas”
06/16/20 Attended “How to Engage Students on Live Zoom”
07/02/20 Attended “Dr. Anthony Fauci: What It Will Take to Defeat COVID-19”
07/13/20 Attended “iClicker Cloud and Reef” Seminar
07/15/20 Attended “PlayPosit – From Setup Through Grading” Seminar
07/17/20 Attended “Zoom Lecture at Home” Seminar
07/27/20 Attended “Packback’ Seminar
07/29/20 Attended “Advanced Zoom Training” Seminar
07/30/20 Attended “Introduction to Camtasia” Seminar
08/14/20 Attended “Recognizing and Mitigating Unconscious Bias”
08/26/20 Attended Chegg “Effective Online Instruction: What Works and What Doesn’t” Webinar
09/09/20 Attended “Hyflex Instruction with PlayPosit” Seminar
09/15/20 Attended “How Can Airborne Transmission of COVID-19 be Minimized? What We Know Now”
10/03/20 Attended Delta Sigma Pi LEAD Virtual Seminar
10/07/20 Attended “Video Captions and Going For the Leeds Branded Look”
10/09/20 Attended “How to Use the New ‘Canvas Studio’ Feature Training”
11/04/20 Attended Teaching Excellence “New Representations in Education”
11/19/20 Attended HBS “Making Online Classrooms Work for You (and Your Students”
12/04/20 Attended “A Conversation with University of Colorado Anschutz Medical Campus” Virtual Panel Discussion

References Available upon request