

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 02/12/21 Attended "The Epidemiology of COVID-19 One Year Later" Webinar
02/16/21 Attended "Gradescope" Webinar
02/18/21 Attended "McGraw-Hill Connect + Proctorio Integration" Webinar
03/05/21 Attended "Using FCQs and Student Evaluations of Teaching for Annual Reviews" Webinar
03/19/21 Attended "Teaching Large Classes" Webinar
03/24/21 Attended "iClicker Solving the Problem of Too Much Technology & Too Little Time" Webinar
06/09/21 Attended "Henry Laurion's "When Does Forecasting GAAP Earnings Entail Unreasonable Effort?" Seminar
07/13/21 Attended "An Educator's Guide to Teaching over Zoom" Webinar
08/03/21 Attended HBS "Designing Better Courses: Blending the Best of Pre- and Post-Pandemic Pedagogy" Webinar
10/05/21 Attended Delta Sigma Pi Risk Management Webinar
10/12/21 Attended Delta Sigma Chapter Advisors Roundtable Webinar
11/04/21 Attended "Navigating Backlash Against Public Scholars: Academic Freedom, Safety, and Support" Webinar
11/30/21 Attended CUPD "Active Harmer Response" Seminar

References Available upon request