

# David Geyer

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## EXPERIENCE

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**Motive  
Customer Success Business  
Partner**

**Remote, IL**

**2024-2025**

- Lead monthly customer success profitability calls focusing on customer fees and customer churn,
- Ran project improvement using DMAIC LSS processes to identify areas of improvement for business mid contract churn.
- Onboarding buddy for 2 new hires within my first 6 months of onboarding.
- Reported weekly on project/initiative status on a leadership initiative review call.
- Demonstrated Lean Six Sigma methodology throughout projects and taught team basics during our 2025 team kickoff.
- Regularly reported to CS directors and stakeholders on project progress or initiative statuses.

**ConData  
Onboarding Analyst**

**Oak Brook, IL**

**2023-2024**

- Lead onboarding for freight post audit, onboarding billions of dollars of freight spend spread across many organizations.
- Run project improvement initiatives to streamline business operations, increase productivity and reduce unnecessary non value add processes.
- Liaison between IT, audit teams, and clients to make sure onboarding is completed timely and correctly.
- Jira administrator for account management teams to improve onboarding and AM processes including ticket submission, Kanban boards, or additional process improvement.

**Verizon Connect  
Performance Assurance Manager**

**Rolling  
Meadows, IL**

**2022-2022**

- Senior team member for the Performance Assurance Team who are responsible for a variety of process improvement initiatives, projects, and participation in programs and product launches as it relates to impacts on Global Customer Success.
- Lead and facilitate complex, highly visible improvement projects by applying Lean Six Sigma Methodology to drive data-based decisions on improvements to business processes and systems:
  - Managed system defects and created a streamlined process for defect submissions and visibility. Helped work with global IT teams to drive resolution in larger issues reducing our system issues by over 60% YOY.

- Managed system changes involving automation to take manual tasks out of the hands of teams and let the system automate them resulting in ~70k of yearly time savings.
- Advised the team on workflows and best practices to implement a Process Improvement Intake form used across Global Customer Success.
  - Senior Team member responsible for meeting with submitters and key stakeholders to map out the current state process, evaluate the level of effort, document the potential impact on the business in terms of cost and time savings, and prioritization of key initiatives.
- Present bi-weekly to Global Customer Success and Senior Leaders on Performance Assurance project and program updates, impact, risks/roadblocks.
- Use data analytics to build business cases with EBIDTA impacts to predict and pitch project work to secure funding and resources for roadmap planning and project execution.
- Provided coaching and mentorship to 3 team members to earn Lean Six Sigma Green Belts.

**Verizon Connect  
Performance Assurance Program  
Project Manager**

**Rolling  
Meadows, IL**

**2020- 2022**

- Oversee, test and support new cross functional product and system releases
  - Involved in user acceptance testing for cross functional releases testing on behalf of global customer success and reporting back results to IT or any necessary business stakeholders.
  - Created user acceptance testing processes for projects within Global Customer Success including writing test scripts, building instructional decks, and managing system defects and requirements with IT teams.
- Lead and facilitate improvement projects applying Lean Six Sigma Methodology including:
  - Completed Six Sigma green belt certification to help drive business decisions using an organized, unbiased approach.
  - Identified a billing gap with customer related billing which resulted in ~\$2M+ in additional billing and an average monthly increase of billing of 55%.
  - Identified process gaps and training needs and worked with our L&D and enablement teams on team training and knowledge centers to ensure up to date documentation. Part of this training led to 55% increased billing to customers month over month while also ensuring internal processes are followed properly.
- Consultant on Multiple Employee Innovation Contests driving employee time savings and customer benefits while providing mentorship and professional development to contest winners through the implementation of their ideas using DMAIC Improvement Model.
- Launched a CRM onboarding object to streamline Global Onboarding processes, systems, Key Performance Indicators, Metrics & Reporting for all segments which increase visibility of customer onboarding projects and resulted in \$300k savings/year and 1200 hours saved .
  - Facilitated workshops to gather requirements from business stakeholders.
  - Ran user acceptance testing through the duration of the project.
  - Worked back with stakeholders via daily email updates and weekly business calls to provide updates, gather feedback and communicate changes back to IT.
  - Built a playbook for deployment teams on how to utilize the new onboarding object including consulting on training facilitation.
  - Worked post launch with IT teams on issues identified outside of user acceptance testing.
  - Built reporting guidelines for teams on how to track progress on the new onboarding object from a user reporting perspective up to leadership views in Power BI.
- Primary business owner of ERP systems and the tools used by Global Customer Success to onboard and support customers throughout their lifecycle.
  - Managed system defects with IT.

- Regression tested system updates with potential Global Customer Success impacts.
  - Helped roll out a new onboarding system to teams and was the subject matter expert for all questions related to ERP systems from Global Customer Success.
- Worked closely with Senior team leaders to develop the team's standard operating model for project tracking, business cases, reporting, measurable impact, etc.

**Verizon Connect  
Implementation Specialist**

**Rolling  
Meadows, IL**

**2019- 2020**

- Onboarding project manager responsible for the successful implementation of SMB and ENT accounts, including software training, system configuration, and installation.
- Subject Matter expert on multiple product platforms (WORK & REVEAL), implementation methodology, software and hardware, customer use cases, etc.
- Worked closely with Sales, Customers, and Subcontractors to ensure timely and accurate hardware installation and software implementation for both new and existing customers.
- Partner with Sales on any accounts that are not moving to complete onboarding.
- Research technical problems and find solutions relative to the tracking units, vehicles, and network.
- Top performer, consistently met or exceed Key Performance Indicators
  - Average customer satisfaction survey score of 95%.
  - New customers achieve defined "Active Use" within the first 30 days.
  - Reconciliation of hardware ordered, shipped, scheduled, installed, invoiced, remaining.
  - All onboarding successfully completed within 45 days.
- Chosen to be a regional team leader and subject matter expert on the transition and launch of a new ERP system (moved from Netsuite to SAP).
  - Attended 1 week of training and returned to my local office to train employees in preparation for launch.
  - Worked closely with peers and leaders to identify customer and employee implementation scenarios and define correct processes to support the new ERP system.
  - Built a streamlined process for Global Customer Success to submit system issues and or questions to validate for training gaps and defects.
  - Represented Global Customer Success on daily calls and partnered with IT teams to drive defect resolution, determine training gaps and re-establish documentation as needed.

**Verizon Wireless  
Solutions Manager**

**Wheaton, IL**

**2017-2019**

- Lead a sales team across 7 stores totaling 50+ employees to meet daily sales targets.
- Managed multiple stores as a floating supervisor in one district but 7 different locations each with different employees. Strong focus on learning what drives individuals to better help them achieve their goals.
- Drive store sales to store quotas of ~500-800 units a month (including cell phone devices, tablets, mobile hotspots) while obtaining an accessory attachment KPI of over \$90 per attached device.
- Ran day to day store operations including merchandising, employee coaching, and overall store operations.
- Led employee competitions to help drive KPIs based on individuals interests.

**Verizon Wireless  
Retail Experience Specialist**

**Wheaton, IL**

**2013-2017**

- Led retail store to top district attendance and satisfaction (over 90% promotor class feedback) for customer workshops, helping customers better understand and utilize mobile technology.
  - Each workshop consisted of 8-10 seats run 2-3 times daily with frequent stand-ins.
- Managed store merchandising ensuring 100% compliance.
- Managed store inventory including any discrepancy research contributing to an overall decrease in store loss.
  - Receive new inventory and stock based on product guidelines.
  - Perform regular stock checks to ensure accuracy.
- Built custom workshops for customers based on customer feedback, teaching customers that were more advanced how to make the most out of their purchases.

**Verizon Wireless  
Retail Sales Representative**

**Bloomington, IL**

**2012-2013**

- Met and exceeded monthly sales quotas in selling mobile solutions to our customers.
  - Sales quotas consisted of 150 mixed lines including phones, tablets, mobile hotspots, at an average of over \$110 product accessories per device and monthly service plan subscriptions.
- Demonstrated equipment functions and network capability.
- Performed service evaluations for customers and proposed best solutions based on customer discussed customer needs by providing multiple solution options.
- Focus on growing but also maintaining customer base while reducing churn and ensuring customer satisfaction.
  - Maintained, on average, less than 2 customer returns/chargebacks per month.
- Recognized as one of the area's top performers in 2012.

**A Really Good One  
Website Developer**

**Dekalb, IL**

**2012-2013**

- Met with clients to understand their web presence needs.
- Build and optimize a secure web page for evolving business needs.
- Maintain communication with the team and customers on the direction and progress of the website.
- Ability to troubleshoot and optimize web pages for responsiveness.
- Build out websites for customers to give their business web presence.
  - Development included HTML, javascript, CSS and CRM systems.

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**EDUCATION**

**Northern Illinois University**  
B.S., Communication

**Dekalb, IL**

**May 2012**

## **SKILLS**

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- Program and project management
- Process improvement & business transformation
- Providing effective leadership, mentorship and coaching to peers and team members
- Problem solving towards the goals of all impacted stakeholders
- Training internal and external stakeholders
- Technical support for mobile and SaaS systems and solutions (ERP, Salesforce.com)
- Proficient in Microsoft Office, G Suite and iSuite applications
- Customer service
- Excellent verbal and written Communication for measurable efficiency gains
- Ability to work effectively in a fast-past environment
- HTML, CSS, CRM system knowledge
- Jira, Monday.com, Asana experience.
- LSS, Agile, Waterfall methodologies

## **AWARDS & ACHIEVEMENTS**

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- Lean Six Sigma Green Belt - 2021
- Data Science Academy - 2019 (Focused on understanding data and how to best interpret it for business decisions)