

# David Kish

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## Professional Summary

Dynamic and results-driven operations leader with over 34 years of diverse experience managing teams and driving operational excellence across industries. At Verizon, I harness operational data to inform strategy, with a proven track record of having my recommendations implemented 75% of the time. My career journey from restaurant and auto body management to leading Fortune 50 teams showcases my ability to translate complex operational insights into actionable decisions. I am passionate about building systems that foster efficiency and sustainability at all levels.

## Experience

### Senior Manager, Insights & Decisions March 2024 - Present

Verizon

Verizon logo Verizon Verizon Full-time · 27 yrs 8 mos Full-time · 27 yrs 8 mos Senior Manager, Insights & Decisions Senior Manager, Insights & Decisions Mar 2024 - Present · 1 yr 10 mos Mar 2024 to Present · 1 yr 10 mos Spartanburg, South Carolina, United States · Remote Spartanburg, South Carolina, United States · Remote Lead the Insights & Decisions team, a specialized group of senior analysts converting operational data into decisions that drive performance, governance, and alignment for senior leadership. Key Responsibilities: - Direct strategic framework for organizational priorities, ensuring initiatives align with critical business needs (stakeholder satisfaction: 4.2/5) - Lead process analysis and performance benchmarking to identify workflow improvements - Deliver automation recommendations resulting in 70%+ improvement in targeted workflows - Provide data-driven insights to senior leadership with 75%+ conversion to documented actions - Establish governance frameworks ensuring process standardization and data integrity - Reduce operational risk through high adoption rates of standardized processes Core Focus: Strategic design and alignment | Performance optimization and automation | Data-driven insights and executive counsel | Governance and process assurance Impact: Convert complex operational data into clear, actionable recommendations that executives use to make decisions. Focus on automation, efficiency gains, and ensuring data integrity across multiple business units. Skills: Strategic planning | Data analysis | Process optimization | Executive reporting | Governance frameworks | Automation strategies

### Senior Manager, Strategic Process Design March 2021 - March 2024

Verizon

Architected and implemented a new project management framework, leveraging industry best practices to improve project quality, on-time delivery, and overall client satisfaction. Pioneered the use of benchmarking strategies and new analytical tools to enable real-time, data-driven

decision-making for operational leaders. Established a flexible, centralized resource hub that empowered multiple business pillars with streamlined information sourcing and enhanced strategic alignment on key initiatives. Led collaborative, cross-functional workshops to identify systemic opportunities, implementing solutions that directly supported top-level organizational goals.

**Manager Business Process Management** September 2019 - March 2021

*Verizon*

Developed the foundational business process strategies, training curriculum, and resource library to successfully launch and support a new Business Process Management (BPM) Team. Managed a portfolio of complex, end-to-end projects from ideation to completion, consistently meeting scope, timeline, and stakeholder acceptance criteria. Employed agile methodologies to re-engineer project lifecycles, successfully reducing average project delivery times by 15% and increasing team velocity. Served as a peer mentor for new team members, providing coaching and guidance

**Associate Director of Operations** October 2011 - September 2019

*Verizon*

Led National Command Center providing 24/7 support to 50+ contact centers nationally. Managed teams of 100+ employees across 15 states (MD, NY, CT, ME, IL, OH, AZ, CA, TX, TN, GA, SC, FL, UT, NM) spanning 4 time zones. Key Achievements: - Delivered strategic workshops to Fortune 50 companies on command center operations, real-time data analysis, same-day operational insights tied to next-day cost analysis, and early anomaly detection systems - Designed and launched 3 state-of-the-art command centers supporting Voice, Digital, MVO/MVA, Consumer and Business lines - Led team of 100+ across major markets: Salt Lake City, Nashville, Phoenix, Atlanta, Tampa, Greenville, Charlotte - Managed multi-million dollar annual budget with measurable cost savings through automation - Developed command center frameworks shared with external Fortune 50 partners Strategic Training: Selected to deliver 2-3 day workshops to Fortune 50 companies and vendor partners on: - Real-time data analysis for same-day operational insights - Cost impact analysis methodologies - Early anomaly detection (identifying issues before outages) - Proactive monitoring for "hidden" operational problems Skills: Multi-state operations | Command center design | Real-time monitoring | Distributed team leadership | Fortune 50 training | Anomaly detection

## **Education**

**Strayer University Strayer University** 2018 - 2025

Bachelor of Business Administration - BBA, Business Administration and Management

## **Skills**

Skills: Data Visualization, Executive Stakeholder Management & Influence, Business Impact Analysis, Strategic Roadmapping, KPI Development & Tracking