DAVID LENAHAN

ENTERPRISE TRANSFORMATION, GLOBAL OPERATIONS & CHANGE LEADERSHIP

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EXECUTIVE PROFILE

Operations and Enterprise Transformation Executive with 20+ years driving multi-billion-dollar global scale, commercial expansion, and cross-functional performance. Currently leads the enterprise change management organization supporting global client and operational channels at Asurion (20,000+ employees), recognized as an Excellence in Leadership Award finalist (top 8 globally). Proven track record of architecting executive partnerships with Fortune 500 tech and telecom leaders (Microsoft, Alphabet, Amazon, T-Mobile, Comcast, Verizon, HP, ADT), leading operational walkthroughs, securing pilot commitments, and converting strategic evaluations into long-term commercial agreements.

Retired U.S. Air Force Intelligence Officer bringing 24 years of high-stakes crisis execution, geopolitical risk mitigation, and executive advisement to the C-Suite. Known as a steady, stabilizing anchor under extreme operational pressure who translates complex enterprise ambiguity into risk-mitigated execution.

CORE LEADERSHIP COMPETENCIES

- **Enterprise Transformation & Change Architecture**
- **C-Suite & Board Stakeholder Management**
- **Strategic Partnerships & Commercial GTM**
- **Global Operational Governance & P&L Scale**
- **AI Orchestration & Workflow Automation**
- **Crisis Leadership & Strategic Risk Mitigation**
- **OKR Framework Architecture & Governance**
- **M&A Integration & Organizational Readiness**

EXECUTIVE EXPERIENCE

ASURION | Nashville, TN

Senior Director, Change Management **02/2021 – Present**

6-Role career progression at Asurion since 04/2012: Director, Sales Enablement (03/2020–12/2021) • Director, Technology Change Management (01/2018–03/2020) • Director, Customer Solutions Technology (08/2016–01/2018) • Senior Manager, Strategic Initiatives & Technology Planning (06/2014–08/2016) • Manager, Channel Release (04/2012–06/2014)

- **Strategic Partnerships & Commercial Expansion:** Architected high-stakes operational partnerships with major enterprise technology leaders (Microsoft, Alphabet, Amazon, T-Mobile, Comcast, Verizon, HP, ADT). Personally led C-suite walkthroughs, secured pilot commitments, and drove cross-company operational alignment that converted complex strategic evaluations into 15+ recurring commercial agreements.
- **Enterprise Transformation & Global Governance:** Directs the global change management organization executing transformation across all client and operational channels, aligning technology infrastructure, human capital, and governance processes to support enterprise scale.
- **AI-Driven Workflow Orchestration:** Deployed enterprise AI orchestration tools across change management pipelines, automating stakeholder impact mapping and accelerating global user adoption (+56%) across high-priority product rollouts.
- **OKR Framework Architecture:** Designed and institutionalized enterprise-grade operational frameworks that translate corporate strategy into 10 measurable Objectives & Key Results (OKRs) across 30+ initiatives, establishing governance rhythms that drive execution alignment across global business units.
- **Operating Model & Scorecard Innovation:** Engineered framework and program scorecards that established a recurring Monthly Business Review rhythm across global initiatives, realizing substantial operational efficiency gains and cost containment.
- **Platform Acceleration & Risk Mitigation:** Formulated change strategy for global contact center and client platform rollouts, accelerating system adoption while mitigating operational risk and downtime across impacted channels.

- **Stabilizing Leadership & High-Pressure Execution:** Served as an executive anchor during complex organizational shifts, managing compressed timelines and high-difficulty targets with complete composure to de-escalate crisis conditions and maintain team momentum.
- **Talent Scale & Executive Succession:** Cultivated a high-performance leadership pipeline, mentoring and promoting key talent into director and enterprise leadership roles across the organization. Over 15 years this equated to 50+ individuals expanding scope and growing their careers.

UNITED STATES AIR FORCE | Nashville, TN

Intelligence Officer (Retired)

Active-Duty 02/2002 – 09/2011; Air Force Reserve / Air National Guard 10/2011 – 04/2025 **02/2002 – 04/2025**

- **Command & Strategic Execution:** Led specialized intelligence organizations supporting high-stakes U.S. government operations; retired following 24 years of distinguished service.
- **C-Suite & Governmental Executive Advisement:** Advised senior military command, federal agency executives, and governmental leadership on critical aerospace operations, geopolitical risk, and physical/cybersecurity frameworks.
- **High-Stakes Crisis Execution:** Directed real-time intelligence analysis in compressed, fast-moving operational environments, providing high-accuracy decision enablement under intense pressure and extreme risk.
- **Governance & Operational Discipline:** Applied military operational intelligence methodologies to streamline global communication channels, optimize resource allocation, and strengthen organizational resilience.

EDUCATION & ADVANCED CREDENTIALS

Master of Science (M.S.) in Global Business Management | University of Alabama 2013 – 2015

Bachelor of Science (B.S.) in Professional Aeronautics | Embry-Riddle Aeronautical University 2003 – 2006

HONORS & EXECUTIVE RECOGNITION

- **Excellence in Leadership Award Finalist — Asurion (2024):** Premier global leadership recognition across a 20,000+ employee enterprise. Named 1 of 8 final award winners selected from 40 global nominees.
- **Annual Collaboration Award — Asurion Customer Solutions (2024):** Sole recipient selected enterprise-wide for exceptional cross-functional alignment and collaborative execution.