



DAVID GOURGUES

Corporate Operations | Organizational Effectiveness | Strategy Execution | Executive Leadership

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Summary

Executive leader with more than 30 years of experience leading administrative operations, organizational effectiveness, and strategy execution across complex organizations. Experienced building governance, leading cross-functional teams, improving business processes, managing resources and vendors, and partnering with executive leadership to support growth and long-term performance. Known for bringing clarity to complex challenges while building the systems, relationships, and accountability that help organizations thrive.

Enterprise Leadership Highlights

-  Directed statewide information technology, service delivery, and operational initiatives supporting more than 6,000 users across 200+ Louisiana locations across multiple Louisiana government agencies
-  Led cross-functional teams consisting of operational personnel, technical teams, subcontractors, vendors, and executive stakeholders supporting mission-critical statewide programs
-  Played a leadership role supporting operational continuity efforts during Hurricane Katrina, helping maintain essential statewide systems, communications, and public services during one of the largest disaster responses in Louisiana history
-  Supported Louisiana Department of Children & Family Services operational programs representing cumulative contract value exceeding \$30 million over more than a decade of service delivery leadership
-  Led development of five successful technical proposals for the Louisiana Department of Children & Family Services, translating complex operational strategies into compliant, persuasive responses that secured critical business opportunities.
-  Leveraged technology and process improvement initiatives to streamline operations, improve decision-making, and strengthen organizational performance across complex enterprise environments.
-  Managed operational performance, executive stakeholder relationships, governance processes, and service delivery outcomes across multiple Louisiana government agencies
-  Held Profit & Loss accountability and operational responsibility for complex government and technology programs spanning multiple states.
-  Managed engineers, operational personnel, subcontractors, vendors, and executive stakeholders supporting mission-critical public-sector operations.

Executive Operations Credentials

-  30+ years executive leadership
-  Fortune 100 operations leadership
-  \$30M+ public-sector contract portfolio
-  6,000+ users across 200+ locations
-  Profit & Loss accountability
-  Multi-state operations leadership
-  Enterprise transformation & organizational effectiveness. Built governance structures, operational dashboards, executive reporting, and cross-functional accountability processes supporting enterprise operations.
-  Northrop Grumman President's Award
Recognizing enterprise operational leadership, execution excellence, and organizational contribution
-  Executive stakeholder management
Organizational governance
Enterprise program leadership

Skills

Operations Leadership · Service Delivery Management · Strategic Planning & Execution · Program & Portfolio Leadership · Financial & Operational Oversight · Multi-Site Operations · Executive Stakeholder Management · Contract & Vendor Management · Organizational Performance · Operational Governance · Process Improvement · Crisis & Continuity Leadership · Executive Communications · Organizational Alignment · Strategic Execution · Human Resource Leadership · Organizational Design · Board Governance · Talent Development · Change Management · Knowledge Management

Experience

DAL-CO, LLC

Chief Administrative Officer

2017 - Present

- Help shape organizational strategy and enterprise operations by partnering with the CEO and ownership team to translate long-term priorities into measurable execution.
- Led Human Resources, executive communications, policy development, strategic planning, marketing, and organizational initiatives supporting company growth.
- Developed governance processes, executive reporting, and accountability mechanisms that improved organizational alignment and supported executive decision-making.
- Advise ownership and executive leadership on organizational structure, budgeting, process improvement, workforce planning, and long-term business strategy.
- Negotiate contracts, manage customer relationships, and identify business development opportunities that support company growth.
- Partner with legal, finance, operations, and technical teams to develop proposals, executive presentations, customer deliverables, and strategic planning materials.
- Serve as a trusted advisor to ownership on executive communications, governance documents, and enterprise decision-making.

Northrop Grumman

Senior Operations & Program Leadership Roles

1998 - 2017

- Directed enterprise technology and service delivery operations supporting more than 6,000 users across 200+ Louisiana locations, with full Profit & Loss accountability for major public-sector contracts.
- Promoted through progressively larger leadership roles from Area Manager to Area Director to Program Manager. Oversaw operations in Louisiana, Mississippi, Arkansas, Oklahoma, and supported Texas business development.
- Served as an executive liaison to senior Louisiana agency leadership, coordinating governance, stakeholder alignment, strategic planning, and enterprise operations in health, transportation, the Department of Children & Family Services, and statewide technology organizations.
- Led cross-functional teams of engineers, system administrators, technical specialists, subcontractors, and vendors delivering mission-critical technology and operational services.
- Created governance frameworks, executive dashboards, performance reporting, and accountability processes that strengthened executive decision-making and organizational performance.
- Directed business development, capture management, proposal strategy, and technical writing efforts supporting statewide and multi-state growth initiatives.
- Played a key leadership role supporting operational continuity and emergency response during Hurricane Katrina while maintaining critical statewide government technology services.

21st Century Professionals

Vice President / Chief Operating Officer

1994 - 1998

- Helped launch and scale a technology and professional services company from startup through successful acquisition by publicly traded VarTech Systems.
- Directed enterprise operations across Technical Services, Sales, Marketing, Customer Support, and administrative functions while supporting rapid organizational growth.
- Led business development, proposal strategies, and presentations. Enhanced client engagement, boosting communications and securing opportunities.
- Established operational processes, service delivery models, and management practices that enabled expansion across multiple locations and customers.
- Built and led a technical support organization for a Fortune 500 energy company, managing more than 20 engineers and technicians supporting regional headquarters operations.
- Retained as Vice President following acquisition by VarTech Systems.

Education



Louisiana State University
Bachelor of Arts, English

Certifications

ITIL Certified

PMP Boot Camp Completed

DoD Secret Clearance (Inactive)

Communications / Writing

Writing / Publications

Published author of Resurrection
Fern: Trying to Understand It All

Articles / Essays found on Substack
at @davidgourgues and website at
<https://www.davidgourgues.com>

Leadership Philosophy

I believe the strongest organizations are built on trust, clear accountability, thoughtful leadership, and a shared commitment to mission. My role has always been to help people succeed by creating the systems, structure, and collaboration that allow great work to happen.