

## **Dennis L. Wade (BIO)**

Dennis L. Wade joined Oakland University as the Director of the Pawley Lean Institute in May 2014 after following his recent retirement from AT&T and its predecessor companies (Michigan Bell Telephone, Ameritech, and SBC). Dennis served in multiple management positions on both the sales and service side of the telecommunications industry primarily supporting large customer accounts and global initiatives in both the wholesale and retail business units. He is a seasoned executive with more than 35 years' experience in leadership positions managing sales and service teams for diverse, large, global and complex organizations. His leadership experience and acumen include a strong track record of transformational initiatives, building high performance teams, innovations in processes, exceeding sales/service targets, and the mentoring of future leaders.

Mr. Wade was a Director at AT&T, contributing to both the sales and service organizations. He also was a leader in the implementation and support of managed services for multiple companies as individual, custom based contracts were developed to meet specific customer requirements and criteria. Mr. Wade was responsible for more than \$440M in annual revenues to AT&T from a service and contract management perspective. He consistently exceeded objectives. He has closed sales of significance within AT&T, including those that have been highlighted in regional advertising and that have positioned sales for other high end customers.

Currently, Mr. Wade is the Director of the Pawley Lean Institute at Oakland University. The mission of the Pawley Lean Institute is to provide instruction, research and further development of interdisciplinary principles and practices of Lean organizational improvement for business, education and public service. He is also working to develop student Lean experiences through curriculum projects and internships. He previously served for 12 years as a trustee and member of the Executive Committee at the Detroit Science Center from 1999 through 2012.

Mr. Wade is a graduate of Central Michigan University with a Bachelor of Arts in Business Administration (including journalism as a double major). He was corporately sponsored as a candidate for the Michigan State University, Advanced Management Program, for which he received his MBA as the youngest graduate in the class of 1989.

Mr. Wade lives with his wife Jan in Birmingham, Michigan. They have two teenage daughters.