RONALD DEWS JR.
Global Healthcare Enterprise IT Operations Executive | ITSM & ServiceNow Transformation
Leader | Glastonbury, CT | ronald.dews@gmail.com | www.ronalddewsjr.com (new)

EXECUTIVE SUMMARY

Healthcare Enterprise IT Operations Executive with a 20+ year track record stabilizing complex environments, governing 10,000+ cloud systems, and turning ITSM discipline into hard financial outcomes for Fortune 50/500 healthcare and technology organizations. Delivers quantified impact including $2.5M+ in combined risk mitigation and cost avoidance, 99%+ availability across 10,000+ systems, 8% YoY reduction in high priority incidents, and $900K+ in product revenue generation.

Brings a rare blend of deep ITSM/ServiceNow expertise, business continuity leadership, and hardware innovation (two U.S. patents). Communicates seamlessly with C-suite and boards; keynote speaker at the Association of Maternal & Child Health Conference (2025). Holds an M.S. in Strategic Marketing and a B.S. in Computer Information Systems, with ITIL and AI & Predictive Intelligence certifications.

Targeting Sr. Director / VP, Enterprise IT Operations, ITSM Transformation, or Business Continuity roles within Fortune 500 healthcare payers, providers, or health tech organizations.

EXECUTIVE EXPERIENCE

GLOBAL HEAD, ENTERPRISE IT OPERATIONS & SECURITY – HEALTHCARE
IBM – Kyndryl | Glastonbury, CT | Jul 2022 – Present

Led enterprise IT operations governance, release management, and incident response for 10,000+ cloud systems supporting 35,000+ associates for a Fortune 50 healthcare insurer.
- Delivered $2.5M+ in combined risk mitigation, cost avoidance, and preserved operational value through an enterprise release governance framework, disciplined CAB structure, and predictive analytics driven collision prevention.
- Reduced high–blast-radius incidents by 95% across 3,000+ production servers and processed 75,000+ changes annually at 95%+ compliance, maintaining 99%+ availability and <90-minute MTTR for critical health platforms.
- Achieved $500K+ annualized cost avoidance via 8% YoY reduction in high-priority incidents and automated governance reporting (Tableau + Power Automate), eliminating 40+ hours per month of manual reporting labor.
- Directed global incident response during the CrowdStrike outage, placing 500+ changes on hold within 2.5 hours and averting an estimated $10M+ in disruption while maintaining confidence across a 35,000+ associate base.

- Coached cross-functional teams through 90+ coaching sessions and 40+ process audits, lifting ITSM adherence, change success rate, and executive trust in IT operations.

ENTERPRISE ITSM OPERATIONS LEADER – HEALTHCARE
IBM – Kyndryl | Mid-Atlantic | Jan 2024 – Nov 2025

Enterprise owner for infrastructure release planning and ITSM governance across monthly/quarterly cycles for Fortune 50 healthcare insurers.
- Generated $1.2M+ in savings and value protection by tightening release processes, filtering out >100 high-risk changes in five hours, and sustaining MTTR under 90 minutes with <0.9 high-priority incidents per business day.
- Orchestrated 12+ major infrastructure release cycles and multiple off-cycle events with 100% on-time governance reviews, including a zero-outage Annual Enrollment Period protecting an estimated $500K+ in revenue.
- Modernized ServiceNow Change workflows and predictive intelligence features to reduce release collisions and embedded Tableau/Power Automate dashboards, saving 40+ hours/month in reporting across the enterprise.

CONSULTING LEAD, BUSINESS CONTINUITY – HEALTHCARE OPERATIONS
IBM – Kyndryl | Richmond, VA | Aug 2021 – Jul 2022

- Mitigated $2M+ in operational risk for a flagship digital health application by redesigning communication protocols between business leaders and cross functional support teams, cutting potential recovery times by 60%.
- Led ISO 22301 aligned risk evaluations and disaster-recovery exercises, preventing audit findings and remediation costs estimated at $300K+ while hardening the organization's business continuity posture.

SENIOR MANAGER, HEALTHCARE OPERATIONS ADVISOR
IBM | Richmond, VA | Aug 2020 – Aug 2021

Directed enterprise technical communications and knowledge strategy for a 24×7 tier-2 monitoring center serving a Fortune 50 healthcare insurer.
- Realized $300K+ in labor and productivity gains through a comprehensive knowledge management program (125 SharePoint articles, 300+ training docs, 10,000+ pages of e-learning), cutting onboarding time by 50%.
- Partnered with C-suite leaders to apply ITIL 4 disciplines and predictive analytics, reducing high-priority incidents by 8% YoY and avoiding $100K+ in incident-driven cost.

- Managed crisis communications for a 35,000+ associate population, ensuring rapid, clear executive updates and minimizing escalation friction during major incidents.

SENIOR ANALYST, HEALTHCARE OPERATIONS (CONSULTING)
Anthem | Richmond, VA | Jan 2020 – Aug 2020

- Built a 16 module instructional video library for mission critical systems, reducing live training time by 60% and generating $150K+ in annual training and productivity savings.

EARLY CAREER – TECHNOLOGY & PRODUCT INNOVATION ($5.2B Impact)

PRODUCT DEVELOPMENT ENGINEER & TECHNICAL INNOVATION LEAD
Xerox | Rochester, NY | May 1998 – Jan 2020

Progressive engineering and product development roles contributing to Xerox's production color portfolio.
- My team played a key role in a product family that contributed $5.2B+ in revenue within a $17.2B corporate revenue period, including the DocuColor 260 enterprise printing system.
- Co-developed new design specifications and refurbish processes that met 100% compliance with international quality standards and improved time-to-market by 6 months, driving market share and OEM partnerships.
- Led teams of test engineers to achieve 98% of specification coverage across beta and QA, strengthening product reliability and channel readiness.

LEADERSHIP & BOARD / COMMUNITY EXPERIENCE

President, Xi Delta Lambda Chapter – Alpha Phi Alpha Fraternity, Inc.
Richmond, VA | Aug 2022 – Present

- Secured over $105K in annual grant funding and established community partnerships, resulting in $5K+ in donated services and the collection of over 40 gallons of blood to support sickle cell and broader community health programs.
- Delivered keynote address at the Association of Maternal & Child Health Conference (2025) on "Care Leadership," demonstrating executive-level communication to healthcare leaders and policy professionals.

EDUCATION
- M.S., Strategic Marketing, Roberts Wesleyan University
- B.S., Computer Information Systems, Xavier University of Louisiana

PATENTS
- Peripheral Interface Port Hub Apparatus, U.S. Patent #8578072
- Spring Loaded Friction Driver, U.S. Patent #20100308097

CERTIFICATIONS
- ITIL Foundation Certificate in IT Service Management (PeopleCert)
- AI & Predictive Intelligence for ITSM (2024)
- Enterprise Design Thinking Practitioner (IBM)
- IBM Cloud Core & Essentials
- Lean Six Sigma Green Belt