



**Global Healthcare
Enterprise IT
Operations Executive
20yrs exp**

CERTIFICATIONS

ITIL Service Management
AI and Predictive
Intelligence for ITSM
Enterprise Design Thinking -
IBM Cloud
Lean Six Sigma Green Belt

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EDUCATION

MS. STRATEGIC
MARKETING
ROBERTS WESLEYAN
UNIVERSITY

BS. COMPUTER
INFORMATION SYSTEMS,
XAVIER UNIVERSITY OF
LOUISIANA

RONALD DEWS JR.

Global Healthcare Enterprise IT Operations Executive

Ronald Dews Jr. is a global healthcare enterprise IT operations executive who helps large healthcare organizations turn disciplined IT service management into reliability, resilience, and measurable financial outcomes. With more than twenty years of experience, he has stabilized complex environments, governed over 10,000 cloud systems, and led mission critical operations for Fortune 50 and Fortune 500 healthcare and technology companies. He brings a rare combination of **deep ITSM and ServiceNow expertise**, hardware innovation as a named inventor on two U.S. patents, and proven strength in business continuity and executive communications.

Executive Leadership & Strategy

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COMMUNITY AWARDS & ACKNOWLEDGEMENTS

Ronald's leadership extends beyond the enterprise into community, fraternity, and health-equity work. A Life Member of Alpha Phi Alpha Fraternity, Inc., he has served as President of the Xi Delta Lambda Chapter in Henrico County, Virginia, where he helped secure more than \$100,000 in annual grants and partnerships that supported sickle cell initiatives, youth mentoring, and community health programs. He has invested years mentoring young men through Project Alpha, supporting "Go to High School, Go to College," and advancing civic participation through voter education and registration initiatives.

A passionate advocate for families affected by sickle cell disease and maternal and child health, Ronald serves as an ambassador and parent advocate with regional and national organizations. He has donated more than 40 gallons of blood, served as a stem-cell donor, and contributed significant in-kind services and financial support to community-based organizations focused on education, housing, and family well-being.

Ronald's blend of operational excellence and service has earned multiple honors, including Alpha Man of the Year and the 2025 Alpha Man of Merit award for the Virginia Association of Chapters of Alpha Phi Alpha, recognizing brothers who most exemplify the fraternity's aims with at least a decade of service. He has been invited to speak to state, federal, and nonprofit leaders on "Care Leadership," where his clarity, empathy, and authority have been cited as a model for executive communication in healthcare.