



**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.

Ronald's leadership extends beyond the enterprise into civic duty, community impact, and public service decision making. In his current appointment as a Grand Juror for the Fourteenth Judicial Circuit, Circuit Court of Henrico County, he contributes directly to the integrity of the justice system by reviewing more than seventy cases each quarter.

His work helps ensure that criminal matters advance based on credible evidence, strengthens the reliability of judicial processes, and supports the Commonwealth's commitment to fairness and public safety for its citizens.

COMMUNITY AWARDS & ACKNOWLEDGEMENTS

Ronald's community work spans fraternity leadership, advocacy, and health equity initiatives. 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 strengthening civic participation through voter education and registration initiatives.

He is 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.