

# RON ANGELO, MBA

Address: Gloucester City, New Jersey 07020 • Phone: 856.742.7036 | 856.906.3412 • Email: [ron\\_angelo@hotmail.com](mailto:ron_angelo@hotmail.com)

~ VICE PRESIDENT, INFORMATION TECHNOLOGY | CHIEF INFORMATION SECURITY OFFICER ~

## QUALIFICATIONS PROFILE

*Innovative and highly analytical IT executive, with extensive experience in driving technological innovation and operational excellence across diverse industries to propel organizational growth and enhance competitive advantage.*

Expert at implementing best practices, streamlining processes, and steering continuous improvement initiatives to elevate security posture and reduce costs. Highly skilled at managing enterprise networks, servers, storage solutions, and cloud environments as well as ensuring high availability, scalability, and reliability of IT services. Equipped with solid knowledge in deploying security tools and solutions to monitor, detect, and respond to threats in real time, ensuring minimal impact on operations.

## AREAS OF EXPERTISE

*Data Center Infrastructure Management | Generative AI Strategy Design and Adoption | IT Project Governance  
Change Management | IT-Enabled Business Transformation | Business Process Automation/Improvement | Security Audits  
ITIL Process Design and Implementation | IT Services Delivery | Technology Innovation Mapping and Implementation  
Business Continuity Planning | Identity and Access Management | Multi-Work Stream Project Management*

## PROFESSIONAL EXPERIENCE

VERUS LLC | PRINCETON, NJ

**DIRECTOR IT SYSTEMS AND ADMINISTRATION, (Contract)**

Oct 2023–Jul 2024

- Served as contractor for IT Department optimization, overseeing a team of 37 onshore and offshore associates and consultants.
- Worked with Analytics and Business Intelligence teams to deliver integrated data warehouse solutions and AI-driven data sets.
- Created and enforced comprehensive policies and procedures for the IT Department to standardize operations.
- Managed vendor relationships and served as the business representative for negotiating contracts, master agreements, service level agreements (SLAs), and statements of work (SOWs).
- Developed the timeline and budget for the IT outsourcing transition plan, including ownership and oversight of the entire process.
- Consolidated multiple Salesforce instances and modules into a unified Salesforce CRM SaaS environment, streamlining operations and enhancing system efficiency.
- Designed and delivered training on Salesforce modules including Litify, MuleSoft, and Marketing Cloud, focusing on AI integration and application.

### Career Highlights:

- ✓ Effectively applied ITIL, Kaizen, and Scrum service delivery methodologies, enhancing operational efficiency.
- ✓ Minimized help desk ticket cycle time by 35% through implementation of proactive communication strategies with business and managed service providers (MSP), optimization of ticket routing, and adoption of Power BI (PBI) and Scrum methodologies.
- ✓ Spearheaded projects with offshore vendors and onshore managed service providers (MSP), handling all IT budget management and fiduciary responsibilities, thus achieving a 15% reduction in the initial overall budget following a forensic audit.
- ✓ Accelerated new product development timelines by 25%, enhancing speed to market.

INDEPENDENCE BLUE CROSS | PHILADELPHIA, PA

**DIRECTOR, INFORMATION TECHNOLOGY OPERATIONS**

Sep 2022–Oct 2023

- Supervised a team of 40 full-time employees and 15 contractors, overseeing database management, disaster recovery, enterprise system monitoring, and production support.
- Built and implemented a unified enterprise monitoring solution across on-premises and cloud environments, such as Google, AWS, Azure, and Oracle, supporting 360 applications.
- Engineered a centralized application hub, integrating multiple databases and data into a cohesive, user-friendly portal.
- Handled configuration management database (CMDB) processes, including configuration items (CI) and data management.
- Migrated data from on-premises systems to Google Cloud BigQuery.
- Devised a tactical and operational strategic plan for leveraging Generative AI within the operations data warehouse.
- Monitored service level agreements (SLA) and key performance indicators (KPI) for platform as a service (PaaS).
- Implemented change management processes and communication strategies for production deployment and disaster recovery.
- Facilitated tabletop training sessions to prepare teams for disaster recovery scenarios.

### Career Highlight:

- ✓ Enhanced operational efficiencies using Lean Six Sigma methodology, achieving a 22% reduction in data transit cycle times.

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## CLARITY BENEFIT SOLUTIONS | CLARK, NJ

### CHIEF TECHNOLOGY OFFICER (CTO), (Contract)

Aug 2021–Sep 2022

- Functioned as appointed transitional CTO to restructure and enhance the Information Technology Department.
- Advocated for and integrated Azure cloud solutions, providing the company with greater operational flexibility.
- Served as subject matter expert in implementing DevOps practices.
- Collaborated with DBAs and 834 teams to develop and standardize ETL processes and automation protocols.
- Designed and implemented SDLC, change management, document management, and code repository systems.
- Utilized Salesforce expertise to create impactful dashboards and metrics for various business units.
- Identified and partnered with vendors to support strategic outsourcing initiatives.
- Cultivated team of 15 full-time employees, help desk, engineers, data engineers, developers, and 25 offshore contractors, ensuring effective coordination and project delivery across various IT functions.

### Career Highlights:

- ✓ Strategically positioned offshore development, quality assurance, and database teams for improved performance and success.
- ✓ Enhanced the help desk operations by defining SLAs, optimizing solution routing, and creating a best practices manual.
- ✓ Attained a 28% reduction in data cycle time by optimizing and enhancing ETL processes.
- ✓ Boosted sales line card by 10% through the introduction and integration of business intelligence applications.
- ✓ Expedited helpdesk resolution time by 45% by implementing targeted training, solution routing strategies, and Scrum methodology.
- ✓ Improved customer journey by automating user interactions with portals and portal bots.
- ✓ Introduced modular application solutions to offer clients increased flexibility in choosing products.
- ✓ Drove a 35% reduction in operational efforts by implementing advanced technology and process improvements in the role of CTO for a national third-party administrator (TPA).
- ✓ Partnered with the Sales and Marketing Team to develop a digital platform that reduced the cost of goods sold and shortened the overall sales cycle.

## MID-ATLANTIC COMPUTERS | PHOENIXVILLE, PA

### CLIENT CHIEF INFORMATION OFFICER

Jun 2018–Aug 2021

- Led AX to S2K ERP conversion project, overseeing all phases from planning through execution to ensure successful migration.
- Directed the O365 tenant migration, including transition and integration processes, to optimize productivity and collaboration.
- Assumed responsibility for data transformation and KPI development, integrating actionable insights and performance metrics to enhance decision-making.
- Facilitated executive presentation of strategic IT plans that included vision and strategies for departmental growth in alignment with business objectives.
- Guided the Salesforce implementation and workflow, advising CRM solutions and streamlining processes for improved efficiency.
- Directed conversion projects from on-premise to cloud-based solutions (AWS and Azure), facilitating seamless transitions and leveraging cloud capabilities.
- Ensured client compliance with SOC, SOX, and HIPAA standards through hands-on guidance and oversight to meet regulatory requirements.
- Handled SDLC documentation for offshore development activities related to ERP solutions, ensuring clarity and adherence to project requirements.
- Developed workflows for Teams and Yammer, configuring deployment strategies and managing admin rights for effective collaboration.
- Enforced IT policies and procedures, including system validation and quality control measures, to enhance compliance.

### Career Highlights:

- ✓ Played a key role in executing Microsoft Advanced Threat Protection, enhancing organizational security against cyber threats.
- ✓ Optimized EMR usage and integration by acting as Epic subject matter expert to Revenue Cycle Management and Finance teams.

## SERV BEHAVIORAL HEALTH SYSTEM, INC. | EWING, NJ

### SENIOR VICE PRESIDENT BUSINESS TRANSFORMATION SERVICES

May 2016–Jun 2018

- Directed a cross-functional team of 10, overseeing a multifaceted environment of in-house and outsourced technologies, while ensuring seamless alignment of network architecture and infrastructure across 110 locations and 2 core data centers.
- Arranged initiatives for SOC compliance, High Tech certification, and adherence to HIPAA security and auditing guidelines.
- Oversaw fiduciary responsibilities for IT, training, and procurement CAPEX and OPEX budgets.
- Acted as executive sponsor for the successful implementation of the Net Smart Evolv EMR system as a SaaS solution.
- Designed and architected multi-site data centers utilizing HP SimpliVity technology.
- Headed the development and implementation of an enterprise-wide asset management and logistical distribution channel.

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## Career Highlights:

- ✓ Implemented HP technology standards, creating a modular and scalable IT infrastructure that removed growth barriers and supported organizational expansion.
- ✓ Enhanced efficiency and lessened waste by creating a paperless procurement system, resulting in savings of over \$100K in minimizing lost materials.
- ✓ Standardized help desk practices and procedures, achieving a 38% reduction in resolution time.

## CAMCARE HEALTH CORPORATION | CAMDEN, NJ

### INTERIM CHIEF INFORMATION OFFICER

Oct 2013–May 2016

- Managed various business segments within a \$30M multidisciplinary healthcare organization.
- Formulated new business strategies to enhance product operations, service delivery, and technology integration.
- Led virtualization and cloud migration of EPIC-GE Centricity EMR systems as a subject matter expert (SME), enhancing enterprise-wide operations.
- Conducted internal audits for Joint Commission (JCAHO), SOC, ISO 27001, and CMS/Medicare regulations.

## Career Highlights:

- ✓ Decreased doctor-patient cycle time by 45% through the strategic use of the EPIC-GE Centricity EMR system and the implementation of Lean Six Sigma/Kaizen initiatives, driving substantial process improvements.
- ✓ Enhanced customer retention and increased profitability by 30% through the introduction of a patient portal and other innovative business initiatives, leveraging existing technologies for the Pharmacy and Outreach Team.
- ✓ Boosted network and data transfer speeds by implementing hyper-converged technology.
- ✓ Reduced potential downtime by establishing a cadence for disaster recovery/business continuity, process improvements, and document management.
- ✓ Achieved an 11% reduction in new hire costs through the implementation of an ERP solution.
- ✓ Succeeded in achieving a 35% reduction in expenses by evaluating and renegotiating contracts with hardware, software, and consulting vendors.

## EARLIER CAREER

### WARREN E SMITH HEALTH CENTER | PHILADELPHIA, PA

#### EXECUTIVE DIRECTOR OF INFORMATION TECHNOLOGY | EXECUTIVE DIRECTOR PMO

Jun 2007–Oct 2013

## EDUCATION

**Executive Master of Business Administration**, Sep 2007 Temple University's, Fox School of Business ▪ Philadelphia PA

**Bachelor of Arts in English**, Dec 2000 Rowan University ▪ Glassboro, NJ

**AI for Decision Making: Business Strategy and Application Certification**, Nov 2023 | [The Wharton School](#)

## PROFESSIONAL DEVELOPMENT

**SOC II Certification**, 2022 | **Joint Commission and HITECH Certifications**, 2014

## PROFESSIONAL AFFILIATION

**Society for Information Management**

## RECOGNITION

**2018 New Jersey Association of Mental Health and Addiction Agencies IT Hero Award Recipient** (Best Use of New Technology)

## TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Visio, Project, Outlook, OneNote, and Teams) | Microsoft 365  
Microsoft Windows | Unix | SQL | EMR | EHR | BI | AI | LAN | WAN | Global networking Telecommunications | Salesforce | CRM

## PUBLICATION

**Angelo, R.** (2013). *Clinical skills review business plan*. (ed.1, vol number 2)

## PATENT

**Angelo, R.** (2012). *Dynamic virtual multipoint video conference control unit* (U.S. Patent No. US 20,1303,215,60A1). U.S. Patent and Trademark Office. <https://patents.google.com/patent/US20130321560>

<https://www.linkedin.com/in/ron-angelo-mba/>