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EXPERIENCE

Vation Ventures

January 2023 – Present

Vice President Innovation & Consulting CIO / CTO

- Directed operations with a focus on innovation, enhancing organizational efficiency through strategic consultancy for executive and senior leadership teams.
- Managed end-to-end operational enhancement projects, from strategy development to execution, including process optimization and system implementation.
- Championed continuous improvement, implementing best practices and forward-thinking operational models in leading companies.
- Led the strategic selection and adoption of innovative technologies to foster innovation and drive operational excellence.

Mile High Executive Advisors

May 2021 – Present

Principal & Consulting CIO / CTO

- Offer expert guidance on refining operations, enhancing business processes, and optimizing human capital as a strategic operations consultant with a focus on transformational leadership & technology.
- Specialize in aligning organizational objectives with strategic initiatives, prioritizing transformation, and operational excellence.
- Drive increased customer satisfaction, organizational success, technology excellence and employee engagement through comprehensive strategies.
- Spearhead projects across operations, customer service, technology, and experience enhancement to secure a competitive edge for organizations.
- Ensure organizations outpace competition through relentless innovation and operational agility.

AT&T

July 2015 – May 2021

Vice President Customer Care and Center Operations (December 2019 - May 2021)

- Spearheaded the transformation of video customer care centers and operations within a newly established video business unit generating \$28 billion in revenue.
- Designed and implemented a new strategic operating model for all contact center operations, optimizing both efficiency and effectiveness.
- Led the selection and successful implementation of a new CRM stack, significantly enhancing customer service delivery and satisfaction.
- Managed a large-scale team, supervising 5,000 agents and seven hundred operations personnel, supporting a total of 20,000 agents serving twenty million customers.
- Directed the development and implementation of advanced Interactive Voice Response (IVR) technology to improve call routing and streamline customer interactions.
- Reported directly to the Senior Vice President of Sales and Service, driving significant enhancements in service quality and operational efficiency.

Vice President Advanced Technical Support and Digital (September 2016 – December 2019)

- Led the transformation of mobility technical support and omnichannel operations serving over fifty million wireless customers.

- Established retail support operations centers to provide comprehensive retail operations and back-office support.
- Founded the Contact Center Innovation Office, driving technological advancements and operational transformations.
- Designed and implemented an innovative technology stack that integrated Machine Learning and Artificial Intelligence, automating key operational processes.
- Achieved a 20% reduction in operating costs while simultaneously enhancing Key Performance Indicators (KPIs) through strategic improvements in Standard Operating Procedures and employee management practices.
- Managed a \$400 million annual operating budget and led a team of 13,000 internal and external agents responsible for all mobility technical support interactions.
- Reported directly to the Executive Vice President of Sales and Service, significantly enhancing operational and service delivery.

Vice President Customer Care (July 2015 – September 2016)

- Led the integration of video customer service center operations for AT&T and DIRECTV, reporting directly to the Executive Vice President of Sales and Service.
- Managed the technology stack for 85,000 agents across internal and external partners in multiple geographies.
- Successfully integrated over eighty global contact center locations, enhancing operational efficiency and service delivery.
- Directed a large-scale team of 15,000 agents with an annual operating budget exceeding \$500 million.
- Achieved a 10% decline in call volume while maintaining industry-leading customer satisfaction scores through strategic leadership and operational improvements.

DIRECTV (Acquired by AT&T July 2015)

July 2008 – July 2015

Vice President Customer Care (August 2012 - July 2015)

- Led the transformation of the service experience to establish market leadership in customer service, reporting directly to the Senior Vice President of Customer Care.
- Earned multiple J.D. Power awards for best pay television service provider under my leadership.
- Designed and implemented a new service experience, achieving a 200% increase in Net Promoter Scores.
- Successfully implemented strategies and efficiencies resulting in a four million reduction in annual call volume.

Vice President Information Technology – Divisional CIO (July 2008 - August 2012)

- Spearheaded the transformation and integration of IT within the newly established Field Services organization, reporting directly to the Senior Vice President of Field Services.
- Managed comprehensive IT functions including network, infrastructure, data center operations, and support, security, and application development.
- Oversaw initiatives in web-based architecture and development, database development, and application security.
- Led the successful integration of IT infrastructure and teams following six company acquisitions, ensuring continuous seamless operations.
- Instituted a culture of service excellence that elevated customer satisfaction and employee engagement to industry-leading levels.
- Implemented strategic cost reduction initiatives that resulted in a 30% reduction in annual operating expenses.

180 Connect (Acquired by DIRECTV July 2008)

July 2008 – July 2015

Vice President, CIO (November 2005 - July 2008)

- Spearheaded the comprehensive upgrade and redesign of the entire IT ecosystem and applications, directly reporting to the Chief Financial Officer.
- Part of the leadership team which executed a successful IPO on NASDAQ.
- Led full-stack software development initiatives, significantly enhancing the organization's IT capabilities.

- Designed, developed, and deployed a bespoke Inventory Management System for over fifty-four branch locations, managing more than \$100 million in inventory, significantly improving operational efficiency.
- Streamlined payroll and finance operations by developing and implementing a custom commission-based payroll and revenue application, servicing over 3,000 technicians and managing \$350 million in revenue.
- Successfully implemented Oracle Applications 11.5.10, boosting overall operational efficiency and enhancing system capabilities.

OTHER EXPERIENCE

PrintCafe: SVP, CIO / CTO – Founding Partner, Corporate Officer, Successful IPO on the NASDAQ
The Grow Network, a Division of McGraw Hill: Vice President PMO, Operations, and Technology

With a robust career defined by transformative leadership and strategic vision, I have excelled in steering vast customer service, sales, operations, and technology organizations, leading teams of over 15,000 professionals and managing budgets over \$500 million. My executive tenure has been marked by expertise in guiding large organizations to operational excellence and efficiency globally. As a seasoned CIO/CTO, my technological acumen has driven significant advancements in IT infrastructure and digital transformation, enhancing business agility and competitive advantage. I have a proven history in mergers and acquisitions, notably leading a landmark \$60B+ merger, integrating diverse processes and teams seamlessly to meet strategic goals. My operational prowess spans organizations of various scales, where I have implemented rigorous strategies to boost productivity, compliance, and employee engagement—achieving a 50% improvement in engagement scores. My leadership extends to strategic communication, stakeholder engagement, and talent management, firmly positioning me to propel organizations towards innovative success and transformative growth.

EXPERIENCE SUMMARY

Customer Service & Customer Experience: 20 years.

Enhancing client satisfaction and loyalty across multiple industries.

Technical Implementations: 20 years.

Pioneer innovative approaches and provide thought leadership in technology operations.

IT Program Management: 25 years.

Experience in overseeing large IT teams, programs, and projects in a highly matrixed environment.

Strategic Planning and Execution: 20 years.

Management and implementation of large-scale strategies and initiatives.

M&A Integration: 20 years.

Spearheading comprehensive M&A integrations across operations, customer service, and technology, ensuring seamless transitions and strategic alignment.

Operations: 25 years.

A consistent skill throughout my career, managing complex organizations to operational excellence.

Data Management and Analytics: 20 years.

Data analytics and data-driven decision-making, optimizing business strategies and operational efficiency across diverse sectors.

Stakeholder Mgmt.: 25 years.

Exceptional communication skills seamlessly engaging individuals across all organizational levels, from the C-Suite to frontline employees.

Organizational Transformation: 20 years.

Lead and guide organizations through successful transformative journeys.

Employee Development: 25 years.

Strong leadership skills, coupled with effective mentoring and coaching abilities.

EDUCATION

University of Phoenix

Bachelor of Science; Information Technology: Graduated with Honors

Mountain State University

Master of Science; Strategic Leadership: Honor Graduate

University of Phoenix

Doctorate; Organizational Leadership: Graduated with Honors

MILITARY SERVICE

United States Army, Veteran

Medical Corp (92B)

U.S. Army Academy of Health Sciences, Distinguished Honor Graduate

COMMUNITY/HOBBIES

Boy Scout Leader, Former Cub Master, Scout Master

Youth Sports Coach, Former Baseball, Football, Soccer coach

Youth Sports Officiating. Football Referee, Baseball Umpire

Citizens Police Academy

Returning Veteran Mentor, American Corporate Partners

Actor TV, Commercials, Community Solar, Hay Day, Hopper Travel, Wizard of Oz Slots, Bass Pro Shops Christmas and Super Bowl Commercials, Financial Retirement Documentary