



Ryan J. Jefferson

Accomplished Business Management & Operations Leader

**Field-Based Employees – Talent Development – Employee Retention
Cost Control – Resource Management**

Ryan Jefferson is an accomplished business leader with significant operations and general management experience. Understanding the impact of employee turnover, Ryan has consistently achieved organization-leading retention rates using his innovative solutions and is widely known for being a talent advocate – attracting, retaining and developing his team members. He is also recognized for his collaborative and analytical approach to problem solving and process improvement, particularly for field-based teams.

Most recently as a regional director for USIS, a privately held security and investigations firm, Ryan was responsible for the operations, financial performance and contracts management of a region with a \$26 million P&L and over 200 employees throughout the Mid-Atlantic. Ryan achieved a 91% employee retention rate in 2013, the highest in the country. In addition, he instituted staffing and productivity forecasting processes which led to near perfect numbers delivery to the organization each quarter.

Previously, Ryan was a district manager at USIS where he successfully managed the daily operations and overall performance of a two-state territory with 160 employees and \$14 million in annual revenue. Ryan began his career as a field investigator with USIS in 2003 and, in 2006 was promoted to his first leadership position within the organization.

Ryan earned a bachelor's degree from Old Dominion University and holds certificates in Change Management, Lean Six Sigma and Emotional Intelligence. At USIS, he was the recipient of the Performance Excellence Award in 2013 and the Outstanding Support Award in 2009, both given for business execution and customer satisfaction. Ryan currently holds a Secret security clearance and is Top Secret eligible.