

RYAN JEFFERSON

Proven, resilient, and highly acclaimed business leader

Business Manager / General Manager / Program Manager

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Versatile and accomplished business leader with nearly a decade of extensive operations and general management experience supporting a multibillion-dollar program creating high-level performance and customer satisfaction. Outstanding hands-on leader with a keen ability to lead large, field-based teams across multiple states who motivates and provides guidance to ensure consistent results well beyond expectations while maintaining organization-leading employee retention rates. Disciplined self-motivator who has advanced quickly based on a record of achievement and is adept at working across all levels.

COMPETENCIES

Team Building and Leadership
Operations Management
Employee Development
Process Improvement
Performance Management

Field-Based Employees
Forecasting and Resource Management
Public Speaking and Communications
Cost Control and Optimization
Profit Center Management

WORK EXPERIENCE

USIS | Norfolk, VA | 2003 – 2014

USIS specialized in providing information and security services to government agencies and federal enterprises; background screening and risk management. Largest provider of security clearance investigations to the federal government. Privately held; 10,000+ employees.

USIS
2012 - 2014

Regional Director
Norfolk, VA

Responsible for operations, productivity, customer support, contracts management, and overall performance of a region with \$26 million in annual revenue and over 200 employees throughout the mid-Atlantic. Budgeted, forecasted, aligned financial and business metrics for the region while measuring, monitoring, and delivering results. Motivated diverse workforce through collaboration and problem solving. Drove change while balancing customer needs. Member of senior leadership team.

- Achieved highest employee retention rate nationally at 91% for 2013 through creation of innovative solutions focusing on morale and satisfaction
- Developed and successfully instituted staffing and productivity forecasting processes leading to +/- 2% accuracy quarter over quarter
- Reduced inventory by 25% through strategic planning, effective resource movements and performance management
- Received Performance Excellence Award in 2013 for business execution and customer satisfaction

- Served as national IT liaison successfully leading two customer-critical projects by developing improved processes for quick execution

USIS
2007 - 2012

District Manager
Norfolk, VA

Developed and executed strategies and policies that promoted growth, customer/employee satisfaction, and compliance. Responsible for staff of over 160 employees throughout Virginia and North Carolina and \$14 million in annual revenue. Successfully created and implemented positive and achievable business vision through coaching, mentoring, training, and performance management.

- Highest employee retention rate (90%+) within business unit, Top 10 nationally (FY08-FY11) as a result of continued focus on development, engagement, and morale
- Appointed to lead division's cost savings team due to district's top financial performance (revenue per employee up 40% in FY08, 25% in FY09)
- Selected to create and provide presentation on fiscal responsibility and cost optimization to 25 front line leaders
- Headed national team which successfully overhauled and redefined duties, responsibilities, and compensation for the organization's 125 front line leaders
- Recipient of Outstanding Support Award in 2009 for collaboration with and contributions to operations team

USIS
2006 – 2007, 2012

Team Leader
Norfolk, VA

Mentored, trained, directed, and evaluated investigative efforts of 30 team members to maximize team productivity, quality, and advancement. Provided timely and accurate feedback, extensive performance reviews, and written evaluations.

- Served as Acting District Manager on multiple occasions due to recognized leadership abilities
- Responsible for tracking and driving district performance on highest priority inventory leading to exponential increases in meeting customer deadlines
- Created training modules for under-performing team members which led to improvements and adoption by colleagues

USIS
2003 - 2006

Field Investigator/Trainer
Norfolk, VA

Conducted timely and accurate national security clearance background investigations on behalf of the federal government.

- Ranked in Top 8% of all investigators nationally (2005)
- Recipient of employee incentive plan each quarter due to exemplary overall performance

EDUCATION/PROFESSIONAL DEVELOPMENT

Lean Six Sigma Professional Certificate – Management and Strategy Institute – 2015

Change Management Specialist Certificate – Management and Strategy Institute – 2015

Inspiring Leadership Through Emotional Intelligence – Case Western Reserve University/Coursera – 2015

Bachelors of Science – Old Dominion University – 2003