RYAN DUNN

INFORMATION TECHNOLOGY LEADER

PORTFOLIO

https://ryandunn.co

CONTACT

me@ryandunn.co
347.926.3866

EDUCATION

Bachelor's in
Computer Science
Kansas State
University

Master's in
Business
Administration
University of Kansas

CERTS

Amazon Cloud
Practitioner

Scrum Master

M365 Fundamentals
MS-900

Board Member

All Creatures Small
Animal Hospital

Noah's Bandage
Project

PROFESSIONAL SUMMARY

- Leveraging Over Two Decades of Expertise in Service-Oriented and Microservices Architecture within Cloud Environments
- +12 Years of Management Experience overseeing technical, support, and operational resources
- Full-stack architecture & development experience with a variety of enterprise technologies, including AWS and Microsoft Azure
- Ensure that evolutions in technology are embedded into core processes and link to operational tools and systems that "run the business" on a day-to-day basis
- Effectively balance project and business requirements (i.e., cost, time / scale, quality and risk)
- Identify the appropriate balance of direct services versus brokered services. Manage outsourced vendors to maintain availability and performance of all systems
- Ensure all key activities are undertaken collaboratively with IT stakeholders, including performing internal client research and external benchmarking
- Effectively develop, articulate, and continually evolve the company's strategic technology direction and supporting technology architecture
- Make build vs. buy decisions for applications and integration
- https://www.ryandunn.co/portfolio

WORK HISTORY

Director of Technology – Corporate Systems

H&R Block
August 2023 to Present

- Leads a team of 74 resources, managing both onshore and offshore personnel across critical platforms such as Salesforce, Workday, NICE, and in-house applications supporting Client Services, Field Services, Accounting (Revenue and Compensation), Marketing, and Human Resources..
- Achieved $3.6 million in savings through optimized contract management, formalizing tactical forecasting, and implementing strategic reductions in usage.
- Aligns technology initiatives with broader business strategies and contract terms strategically, ensuring value-driven investments across a contract portfolio consisting of 47 vendors representing over $35 million in annual spend.
- Led seven teams in a first-of-its-kind "Season Readiness" exercise in preparation for Tax Season, focusing on operational resiliency and performance tuning.
- https://www.ryandunn.co/roles/director-hrblock

Highlight - Call Center and GenAI Solution

- ***Led Next Generation Call Center Technology Solution for HR Block. Representing all incoming customer communication channels across all product lines, integrating GenAI into both the Customer and Agent experience***
- Integration of AI-driven solutions for personalized customer interactions across all support channels (Phone / IVR, Chat, Social, SMS, etc)
- Establishment of a knowledge management team to train AI Models. Mapping of HR Block products and business process
- Development of a comprehensive technology roadmap including alignment of existing contract (removing overlapped services and establishing new services) and budget forecasting (+$4M)
- Establish an internal knowledge management practice across retail products and operational processes in order to support GenAI services. Key aspect was internal control of this content to support the ability to pivot GenAI partners as this technology is expected to change rapidly
- https://www.ryandunn.co/project/call-center-genai

Highlight - Contract Portfolio Cost Management

- **Created a Contract Portfolio Cost Management Strategy to manage variable rate usage to avoid overages and driver renewal strategies for 47 contracts representing $35M in annual spend**
- Avoidanceof $3.6 million in overages since project inception, demonstrating immediatefinancial impact
- Optimization of contract terms and mitigation of risks through strategic alignment with the Sourcing Department. This included managing licenses that better modeled HR Block Tax season (5 months out of the year, rather than 12 months) and less fiscal impact to peaks during tax season
- Enhancement of long-term financial forecasting accuracy by tracking historical performance and guiding business owners on predicting usage
- Demonstrated commitment to financial efficiency and strategic decision-making within HR Block's executive leadership
- https://www.ryandunn.co/project/cost-management

Senior Director of Strategic Information Technology

National Content & Technology Cooperative

January 2015 to August 2023

- Principal authority on technology for the organization
- Oversees a department of 8 team including Architects, Developers, Data Analysis, and System Admins
- Budget forecasting, $1M annual capital budget, $750k annual operating budget
- Authored technology road map and oversight of its execution
- Business Case and Financial Models presentation to executive level for technical innovation and large capital investments
- Strategically aligned all systems and architectures to business objectives
- Responsible for all systems related supporting multiple independent lines of business
- Educate and lead executive staff on technology
- Hands on experience at all levels of the business and its operations (technical and non-technical)
- Actively involved in multiple executive committees
- https://www.ryandunn.co/roles/director-nctc

Senior Solutions Architect

Blue Valley School District

October 2011 to January 2015

- Formal Management of Application Development Team (4 team members), Senior Developer role in all custom software development
- Wrote multiple RFP's (including oversight of award process, contract negotiation, and implementation) and SOW's totaling over $2M
- Administrator to a variety of systems including SharePoint, FIM, Service Manager, WordPress, and numerous others
- Lead numerous technical committees consisting of C-Level staff as well as give regular board presentations
- Regularly lead projects with contractors where I was responsible for the deliverables, accuracy, change management, and overall cost
- https://www.ryandunn.co/roles/architect-bluevalley