

Ryan DeCurtis

Technology Executive | PE-Backed Growth Platforms | AI Enablement

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PROFESSIONAL PROFILE

Senior technology executive with 20+ years leading technology vision, strategy, and execution. The last seven years have been in CEO-reporting roles at private equity-backed, multi-site health and science services companies, one of them a veterinary hospital platform. Deep track record in acquisition and post-merger systems integration, infrastructure and application modernization, cybersecurity and compliance (SOX 404, PCI), and enterprise data, analytics, and AI, including a production AI platform and board-level AI strategy ownership. Builds technology organizations from the ground up and turns technology investment into measurable business value: \$10MM+ saved at one PE platform, annual technology spend cut nearly 50% at another.

CORE COMPETENCIES

Technology Vision & Roadmaps • M&A / Post-Merger Integration • Multi-Site Infrastructure & Operations • Cybersecurity & Compliance (SOX 404, PCI) • AI Strategy, Governance & Enablement • Data, Analytics & BI • Enterprise Applications (ERP, CRM, LIMS, PIMS) • Technology Budget & Vendor Management

PROFESSIONAL EXPERIENCE

SC Labs, Santa Cruz, CA

2/2023 - Present

SC Labs, backed by private equity firm The Riverside Company, provides compliance, quality control, and R&D testing services across a multi-state laboratory network.

Reporting to the CEO as the company's senior technology leader, accountable for technology strategy, the Laboratory Information Management System (LIMS) and enterprise applications, data/analytics and AI, cybersecurity, and vendor management across a five-state lab network. Leads a team of 15 with three core supporting vendors.

Senior Vice President, Technology

- Engineered and won board approval for a multi-year technology roadmap centered on digital transformation and infrastructure modernization
- Launched a production AI agent platform for executives and staff (SSO, role-based access, and governed read-only connections to 10 company systems) and own the AI strategy narrative presented to the board and private equity owner
- Built the enterprise data warehouse and a company-wide analytics platform spanning executive, financial, lab operations, sales, and client-health dashboards, plus real-time lab scoreboards fed live from the production LIMS
- Automated the majority of the monthly board reporting package: a 118-worksheet consolidation reproduced from the warehouse, with the trial balance tying to the general ledger to the penny
- Cut annual technology spend nearly in half, from ~\$3MM to ~\$1.5MM, while expanding capability: implemented ITSM best practices (\$100K+ in monthly savings), brought the outsourced BI function in-house, replaced a paid monitoring SaaS with an in-house SLO/alerting platform, and redirected a proposed six-figure CRM redesign toward process and governance fixes
- Established the company's first cloud security monitoring, with daily AWS CloudTrail/GuardDuty review across all regions and AI-generated executive summaries, surfacing and escalating material access and configuration findings
- Led a 50+ member development and engineering team at Chorus Compliance, a digital SOP management platform for highly regulated industries, driving operational reorganization, cost reduction, and efficiency gains against aggressive timelines

Heart + Paw, Berwyn, PA

3/2019 – 2/2023

Heart + Paw is a veterinary hospital platform (“an elevated hospital for pet parents”) backed by Waud Capital, with \$100MM+ in planned private equity investment to scale from pre-revenue to 40+ hospitals in four years through De Novo growth and M&A.

Senior-most technology leader, reporting to the CEO. Built the technology organization, systems, and strategy from the ground up for corporate HQ and veterinary hospitals; restructured the original technology business plan to save \$10MM+.

Director of Technology

- Built and staffed the Application Development, Infrastructure, Security, and Integration teams supporting a hyper-growth, multi-site business of 400+ employees, engineered to absorb year-over-year doubling while ensuring business continuity and exceeding industry KPIs
- Designed and delivered a custom-built veterinary Patient Information Management System (PIMS), integrated with Salesforce and Sage on Microsoft Azure
- Implemented a business intelligence platform (Azure, Power BI) with AI/ML neural-network models predicting no-shows and cancellations, plus a patient health timeline supporting medical diagnostics
- Established the standard hospital technology stack and repeatable onboarding model used to bring new locations online through De Novo openings and acquisitions

eAura Technologies, King of Prussia, PA

10/2017 – 3/2019

eAura Technologies is an IT managed-services and cloud consulting firm founded in 2012, operating with a largely offshore delivery team serving long-term clients, and incubating an AI platform product line. Operations run independently; founder involvement today is at the board and product-strategy level.

Founder & Managing Partner (full-time 2017 – 2019)

- Founded and grew the firm; developed corporate strategy and negotiated vendor partnerships with Microsoft Azure, Amazon AWS, and Oracle Cloud for client SaaS and PaaS implementations
- Worked hands-on developing custom software and architecture solutions for client integrations; recruited talent, managed operations, and delivered client projects

Ricoh Americas Corporation, Malvern, PA

5/2000 – 10/2017

Ricoh Americas is a Global Fortune 500 managed services provider, manufacturer, distributor, and servicing organization with 25,000+ employees and \$16B+ in revenue.

Senior Global Technology Manager, Customer Administration, Business Strategy (1/2011 – 10/2017)

- Led implementation of Oracle WMS across five distribution centers, integrating real-time GPS, last-mile delivery, and 3PL partners to streamline multi-site logistics operations
- Reduced operational costs 28% through Six Sigma and LEAN process improvement; delivered 100+ enterprise software projects generating \$9.5M+ in ROI in FY15/16 alone

Senior Technology Manager, Application Support, Architecture and Design (1/2006 – 12/2011)

- Led post-merger application integration for the IKON/Ricoh merger under the \$40MM OnePlatform Oracle EBS initiative
- Owned application support for Oracle EBS and ancillary systems with a 75-analyst organization; supported 800+ applications at merger peak across Oracle ERP/CRM, SAP, and enterprise infrastructure

Manager, eCommerce Application Support, Design and Development (5/2000 – 12/2005)

- Built and managed the enterprise web team behind IKON Online, a global customer-facing eCommerce platform supporting \$3B+ in annual revenue
- Led implementation and testing of Sarbanes-Oxley (SOX 404) controls for customer-facing commerce environments: network hardening, PCI compliance, penetration testing and remediation, and tiered application monitoring

EDUCATION

Harvard Business School - Executive Education (Leadership Insights)

Villanova University - B.S., Information Systems, Technology/Management (Dean's List)