

# Ryan Pitti

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## SUMMARY

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Strategic Operations Leader with expertise in transforming healthcare operations through process improvement, workflow optimization, team leadership, and data-driven decision-making. Proven ability to lead cross-functional teams, convert strategic goals into actionable plans, and drive operational efficiency and scalability.

## PROFESSIONAL EXPERIENCE

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### Director of Operations

[Continuity Mental Health](#) | 03/2024 - Present

- Led process improvement initiatives that streamlined workflows, communications, and processes by introducing smart automations and AI resulting in a 35% increase in process efficiency. This automation reduced manual intervention and operational bottlenecks, improving system performance and enhancing user satisfaction.
- Developed a data-driven marketing strategy that resulted in a 600%+ increase in lead volume within 30 days significantly expanding client acquisition pipelines and contributing to operational growth.
- Designed and implemented technology, systems, and workflows that reduced the average process time by 1.5 days. This initiative improved overall service delivery, reduced delays, and enhanced both operational efficiency and user experience.
- Oversaw the inception-to-launch processes, managing cross-functional teams and strategic planning to ensure a smooth, successful business launch.

### Strategic Operations Consultant

[Andala Health](#) | 06/2024 - 10/2024

- Led the implementation of streamlined workflows and managed cross-functional teams to optimize operational efficiency and enhance user engagement. Achieved a 50% reduction in inefficient processes, significantly improving resource management and reducing operational overhead.
- Developed and implemented a customized CRM system to track leads and manage patient data, optimizing scheduling and follow-up processes. This resulted in a 175% increase in active users within two weeks, improving workflow automation and overall system performance.
- Collaborated with clinical teams to improve process flow and eliminate operational bottlenecks, increasing resource utilization and enhancing overall service delivery. Introduced a new scheduling system that minimized delays, improved availability, and maximized operational efficiency.

## Project Manager

Advantage Behavioral Health | 09/2023 – 04/2024

- Introduced agile methodologies across multiple departments, improving operational efficiency by 20% and accelerating project timelines. This initiative enhanced cross-functional collaboration and supported workflow optimization, key to driving growth and operational scalability.
- Directed technology integration projects, including the development of a self-scheduling system that improved process automation and increased client conversions by 30%. This effort improved data management and enhanced the overall user experience.
- Managed resources effectively to ensure projects were delivered on time and within budget, optimizing for ROI. This operational oversight improved efficiencies in resource allocation and supported the strategic scaling of business operations.
- Developed and implemented change management strategies that increased the adoption of new processes, maintaining high employee engagement and ensuring smooth operations transitions. These strategies were critical to supporting remote team management and aligning with HR systems development.

## Director of Operations

Heading Health | Austin, TX | 04/2021 – 03/2024

- Directed the operational expansion of Heading Health, scaling the company from a startup into a multi-location enterprise. Oversaw site selection, resource management, and staffing operations, driving a 300% increase in operational capacity. This experience in growth planning and scalable systems design supports the development of new processes to enhance operational growth.
- Implemented a comprehensive workflow optimization framework, reducing wait times by 50% and improving service delivery. This initiative enhanced process efficiency and client experience, directly contributing to operational scalability in a rapidly growing environment.
- Integrated technology systems and automated workflows to reduce administrative burdens, increasing efficiency by 50% for both administrative and operational teams. This technology-driven approach to automation was crucial in establishing the infrastructure required to enhance operational efficiency and scale effectively.
- Led a cross-functional team focused on service delivery and implemented Standard Operating Procedures (SOPs) to streamline intake and follow-up processes. This approach increased client retention and improved outcomes, supporting the coordination of people, processes, and systems for operational excellence.

# Operations Manager

Southwest Orthopaedic Group | Austin, TX | 04/2019 – 04/2021

- Directed core practice management functions—task management, inventory control, staff scheduling, and patient flow coordination—to drive smooth daily operations and enhance patient experience.
- Oversaw team performance and addressed workflow gaps, building a culture of accountability to sustain high standards in patient care and operational efficiency.
- Developed and implemented process improvement initiatives across multiple administrative workflows, enhancing scheduling, billing, and patient intake procedures to streamline operations and reduce redundancies, directly impacting clinic efficiency and patient satisfaction.

## KEY SKILLS

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Operations Leadership | Strategic Planning | Process Improvement | Change Management | Technology Integration | Process Automation | Operational Efficiency | Workflow Optimization | Project Management | Business Development | Resource Allocation | Budget Management | Data & Analytics | Predictive Analytics | Automation Tools | Systems Automation | AI Integration | Process Standardization | Digital Transformation | Data-Driven Decision Making | Problem Solving | KPI Development | Operational Scalability | Business Process Reengineering | Product Management | Venture Capital | Healthcare Operations Consulting | Early Stage Startups | Process Engineering | Customer Experience (CX) | Data Analysis & Insights | Cross-Functional Collaboration | Team Leadership

## TECHNICAL SKILLS

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### Automation & Workflow Optimization

Google Apps Script, Zapier

### AI & Machine Learning

ChatGPT, Gemini, NotebookLM

### Project Management

Asana, Motion, Monday, Trello, Notion, Lucid, Slack

### Customer Relationship Management (CRM Systems)

Salesforce, HubSpot, Zoho, ZenDesk

### Electronic Health Record (EHR Systems)

Athena, AdvancedMD, Healthie, Charm, Kareo, eClinical

### Data Analytics & Reporting

Looker Studio, Google Analytics, Microsoft Excel

### Web Development

HTML, CSS, JavaScript, Figma, Webflow, Wix

Google Workspace & Microsoft Office Suite

## Additional Considerations

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- Open to remote, hybrid, and on-site work environments.
- Willing to relocate for suitable opportunities.
- Flexible and adaptable to dynamic, fast-paced work environments and evolving operational needs.