

# Ryan D. Cramer

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## ENTERPRISE OPERATIONS & CYBER LEADER

### PROFESSIONAL SUMMARY

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Senior operations and program leader with 21+ years of experience directing complex, technology-enabled operations and overseeing multimillion-dollar resources across global organizations, supported by an active TS/SCI clearance. Demonstrated expertise translating strategic priorities into structured governance frameworks and operating models that drive resilience and measurable business outcomes. Recognized for aligning stakeholders, leading high-performing cross-functional teams, and delivering high-impact initiatives in dynamic environments.

### KEY SKILLS

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#### Professional Skills

Enterprise Program Management | Strategic Roadmapping | Portfolio Governance | Operating Model Design | Integrated Delivery Planning | Business Case Development | Value Realization | Change Management Strategy | Risk Governance | Executive Communications | Stakeholder Alignment | Organizational Transformation

#### Technical Skills

Cyber Risk Management | AI Risk Management | AI Governance | NIST Risk Management Framework (RMF) | Workflow Orchestration | Technology Lifecycle Management | Data Privacy Controls | KPI Dashboard Development | Cloud Security Fundamentals | Network Security Architecture | Agile Delivery | Scrum Framework

### PROFESSIONAL EXPERIENCE

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**Program Manager – Soldier Recovery Brigade – National Capital Region**, Bethesda, MD | May 2024 – Present  
*Lead a large-scale recovery and transition program overseeing comprehensive case management, operational governance, performance optimization, and resource allocation within a complex, multi-stakeholder healthcare environment.*

- Built accountability and performance standards across a 75-person cross-functional team delivering recovery and transition services to 200 service members, driving measurable gains in coordination, efficiency, and service quality.
- Architected and implemented a data-driven performance management framework tracking recovery timelines, transition outcomes, and resource utilization, enabling continuous process optimization and improved patient satisfaction.
- Designed and launched a comprehensive leadership development program strengthening succession readiness, enhancing managerial effectiveness, and elevating overall organizational performance.
- Established structured governance cadences with internal and external stakeholders to align priorities, mitigate risk, and resolve cross-functional dependencies in a high-visibility care environment.
- Strengthened financial and asset accountability across \$2M+ in equipment through enhanced oversight controls and compliance tracking mechanisms.

**Enterprise Operations Manager – 1st Information Operations Command**, Alexandria, VA | May 2022 – May 2024  
*Directed enterprise operations, workforce strategy, resource allocation, and organizational transition planning for a 150-person cyber and information operations organization supporting mission-critical objectives.*

- Integrated workforce planning, operational execution, and resource strategy across a 150-person cyber organization, aligning delivery with senior leadership priorities and strategic objectives.

- Led a complex organizational transition, executing structured planning sprints that ensured seamless transfer of critical infrastructure and preservation of essential capabilities.
- Standardized training frameworks across six concurrent initiatives, achieving a 100% stakeholder satisfaction rate and materially improving readiness and performance metrics.
- Implemented enterprise-wide compliance tracking for 700+ personnel, increasing professional development completion rates to 92% and strengthening workforce capability and accountability.
- Led executive-level workforce restructuring during organizational downsizing, preserving mission-critical roles while maintaining operational continuity across cyber and information domains.

**Senior Cyber Operations Manager, U.S. Army Red Team, Alexandria, VA | Dec 2019 – May 2022**

*Directed enterprise cybersecurity assessment operations, workforce strategy, technology lifecycle management, and executive reporting for a 160-person cyber threat emulation organization supporting national-level stakeholders.*

- Led a 160-person cybersecurity assessment organization conducting 22 enterprise-level evaluations, strengthening risk posture for 28 organizations supporting over 100,000 personnel.
- Executed four Congressionally mandated cyber operations safeguarding a national COVID data repository, identifying and mitigating high-impact vulnerabilities in a high-visibility environment.
- Designed and executed a workforce capability strategy resulting in 68 industry certifications and 2,500+ training hours, significantly elevating enterprise technical proficiency.
- Directed successful NSA recertification efforts requiring completion of 221 critical tasks, preserving operational authority and alignment with Department of Defense cyber strategy.
- Implemented organizational restructuring that enhanced execution of 55 global missions, improving coordination, scalability, and mission throughput.

**Senior Operations Manager – First Army, U.S. Army Western Hemisphere Command, Sparta, WI | Aug 2016 – Dec 2019**

*Directed operational planning, readiness strategy, resource governance, and cross-organizational coordination supporting large-scale deployment and sustainment initiatives across a distributed enterprise environment.*

- Developed and institutionalized standardized operating procedures for large-scale mobilization training, adopted by senior leadership as the enterprise model for rapid deployment readiness.
- Authored 44 operational execution plans and 500+ strategic training scenarios supporting 10,000 personnel, strengthening organizational preparedness and execution consistency at scale.
- Built and led partnership initiatives spanning 100+ external organizations, enhancing coordination, interoperability, and cross-agency alignment.

## **EDUCATION & CERTIFICATIONS**

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### **Education**

Pursuing Master of Science (MS), Cyber Management and Policy (*In Progress, Expected May 2027*)

Bachelor of Science (BS), Cybersecurity Technology – University of Maryland Global Campus, 2024

Associate of Arts and Sciences, Intelligence and Operations Studies – Cochise College, 2015

### **Certifications**

Project Management Professional (PMP)<sup>®</sup> (*In Progress*)

CompTIA Security+ (SEC+)

Certified ScrumMaster<sup>®</sup> (CSM<sup>®</sup>)

Lean Six Sigma Yellow Belt (LSSYB<sup>™</sup>)

### **Executive Leadership Training**

Master Leader Course (MLC) – U.S. Army