

RON ACETO

GENERAL OPERATIONS, TRAINING & PUBLIC SERVICE

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PROFESSIONAL SUMMARY

Operations, training, and client-success professional with more than 30 years of experience making complex work more organized, understandable, and repeatable. Built implementation methods, support processes, training programs, reporting tools, customer-service operations, and cross-functional delivery practices across healthcare technology, human services, business operations, and education. Seeking a long-term, hands-on role coordinating work, supporting people, improving processes, solving customer problems, and helping a strong team deliver reliably.

CORE CAPABILITIES

Program and Project Coordination | Process and Workflow Improvement | Training and Facilitation | Client Success and Customer Support | Documentation and Knowledge Resources | Data Analysis and Reporting | Stakeholder Communication | Requirements Gathering | Technology Adoption | Problem and Escalation Resolution | Cross-Functional Delivery

SELECTED OPERATIONS AND TRAINING IMPACT

- Built formal support, project-management, consulting, training, and instructional-design functions for a growing software organization.
- Developed scalable train-the-trainer and e-learning approaches that reduced reliance on repeated in-person training.
- Transitioned customer support from email-based processes to a tracked web service model with knowledge resources and real-time visibility.
- Improved operational efficiency by 20% by aligning technology, workflows, reporting, and staff needs across a multi-state organization.
- Coordinated trainers, consultants, project managers, product teams, engineers, customer leaders, and operational stakeholders.
- Trained staff during an organization-wide transition to computerized operations across five counties.

PROFESSIONAL EXPERIENCE

Senior Director of Engineering | Netsmart | Remote | 2017-2024

- Coordinated cross-functional delivery across engineering, product, consulting, support, implementation, and client stakeholders.
- Translated complex customer and product needs into practical priorities, plans, and solutions.
- Supported adoption of a platform used as the standard implementation approach across more than 350 customer agencies.
- Led replacement of a reporting dependency with an internal solution, reducing annual costs by approximately \$750,000.

Director of Business Applications and Analytics | Necco | Remote | 2013-2017

- Improved operational efficiency by 20% through workflow, system, and process improvements across four states.
- Built scorecards, dashboards, and reporting resources that improved accountability and data-informed decision-making.
- Gathered requirements and converted them into system configurations, documentation, training, and practical operational tools.

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CLIENT SERVICES, TRAINING AND PROJECT DELIVERY

Vice President of Client Services and Product Manager | Defran Systems | 2010-2012

- Built scalable support, project-management, consulting, training, and instructional-design capabilities.
- Developed e-learning approaches that improved onboarding consistency and reduced dependence on in-person delivery.
- Helped align client needs, product direction, delivery operations, and organizational priorities.

Client Services Lead and Product Manager | Defran Systems | 2004-2010

- Built and led a 17-person team of trainers, consultants, and project managers, growing the function from an original team of three.
- Supported more than 100 new-client implementations through repeatable onboarding, project, training, and support practices.
- Moved customer support to a tracked web portal with knowledge resources and real-time issue visibility.

Training/Support Specialist and Software Architect | Defran Systems | 1999-2004

- Created project-delivery methodologies, cost models, implementation tools, and train-the-trainer curriculum.
- Translated stakeholder needs into documented processes, software capabilities, training systems, and support resources.

Training and Support Specialist | Defran Systems | 1996-1999

- Delivered full-cycle implementation, training, documentation, support, and issue resolution.
- Managed more than 25 client implementations across multiple states and regulatory environments.

TEACHING AND EARLIER OPERATIONS EXPERIENCE

Interim Computer Science Teacher | Collierville High School | Collierville, TN | Feb-May 2026

- Taught three daily Computer Science Foundations sections serving approximately 75-90 students.
- Organized instruction, assignments, assessments, records, classroom routines, and support for learners with varied experience levels.

Substitute Teacher | Collierville Schools | Collierville, TN | 2025-Present

- Maintain instructional continuity, communicate expectations, and adapt quickly across subjects, grade levels, and classroom environments.

Accountant / Network Administrator | Catholic Charities CMS | Albany, NY | 1993-1996

- Managed accounting, reporting, audit, and budget responsibilities while helping lead the transition to computerized operations across five counties.
- Trained employees on new systems and helped organize an organization-wide operational change.

Part-Time Instructor, Business Software Applications | Mildred Elley | Albany, NY | 1992-1994

- Designed and taught career-focused business software coursework connecting technology skills to practical workplace tasks.

EDUCATION AND CREDENTIALS

Education: Bachelor of Science in Management Science, State University of New York at Oswego

Credentials: Google Project Management Professional Certificate | CompTIA Tech+ | Google AI Essentials | AI for Everyone | Microsoft Copilot for Leaders

Tools and Methods: Jira | Data Analytics | SQL | Business Analysis | Requirements Gathering | Process and Workflow Design | Software Implementation | User Training and Support