

RON ACETO

HEALTHCARE TECHNOLOGY & EHR IMPLEMENTATION

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PROFESSIONAL SUMMARY

Healthcare technology and EHR implementation professional with more than 30 years of experience helping behavioral health, human-services, disability-services, and public-health organizations implement, adopt, support, and improve complex software. Career progression spans training, implementation, client services, product management, analytics, software operations, and engineering leadership. Seeking a long-term, hands-on role improving workflows, supporting users and customers, training teams, resolving operational problems, and delivering practical results.

CORE CAPABILITIES

EHR Implementation and Adoption | Software Implementation | Workflow and Requirements Analysis | Client Onboarding | Stakeholder Communication | User Training and Change Support | Reporting and Analytics | Customer Support and Escalation Resolution | Cross-Functional Project Delivery | Behavioral Health and Human-Services Technology

SELECTED HEALTHCARE TECHNOLOGY IMPACT

- Supported rollout and adoption of the EvolvNX platform, which became the standard implementation approach across more than 350 customer agencies.
- Led replacement of a third-party reporting product with an internal solution, reducing annual costs by approximately \$750,000.
- Improved operational efficiency by 20% at Necco by aligning the EHR platform with program, workflow, and compliance requirements across four states.
- Supported more than 100 new-client implementations and earlier managed more than 25 multi-state implementations across varied regulatory environments.
- Built repeatable implementation, project-management, documentation, training, consulting, and support practices for behavioral health and human-services organizations.

PROFESSIONAL EXPERIENCE

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

- Directed cross-functional engineering work for enterprise platforms serving behavioral health, intellectual and developmental disability, human-services, and public-health organizations.
- Partnered with product, consulting, support, implementation, and client leaders to translate complex needs into practical delivery priorities.
- Improved usability and implementation consistency while supporting adoption across more than 350 agencies.
- Led reporting-platform replacement work that reduced annual costs by approximately \$750,000.

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

- Optimized the EvolvCS EHR platform to better align with program, workflow, and compliance needs across four states, improving operational efficiency by 20%.
- Developed scorecards, reporting tools, and data resources supporting accountability and evidence-based decision-making.
- Converted operational requirements into system configurations, documentation, dashboards, and training resources that improved adoption and reduced staff burden.

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PROGRESSIVE HEALTHCARE SOFTWARE EXPERIENCE

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

- Built scalable support, project management, training, and consulting infrastructure for behavioral health and human-services technology clients.
- Developed e-learning strategies that reduced reliance on in-person training and improved onboarding consistency.
- Contributed to product and company strategy during expansion and acquisition planning.

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

- Supported onboarding and delivery for more than 100 new-client implementations.
- Built and led a cross-functional team of trainers, consultants, and project managers, growing the function from three people to 17.
- Transitioned support from email-based processes to a tracked web portal with knowledge resources and real-time visibility.

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

- Designed EvolvCS core components, database architecture, finance functionality, and implementation methods for behavioral health providers.
- Created project-delivery methods, cost models, and train-the-trainer curriculum used across client implementations.
- Translated business, workflow, and compliance requirements into usable software and training systems.

Training and Support Specialist | Defran Systems | 1996-1999

- Delivered full-cycle implementation, training, documentation, and technical support for early EvolvW clients.
- Managed more than 25 client implementations across multiple states and regulatory environments.
- Helped establish consulting practices that later supported the EvolvCS platform.

ADDITIONAL EXPERIENCE

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

- Managed accounting, financial reporting, audit, and budget responsibilities while helping lead the transition to computerized operations across five counties.
- Trained employees on new systems and supported organization-wide technology adoption.

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

- Taught three daily Computer Science Foundations sections serving approximately 75-90 students, strengthening current experience in clear instruction, user support, and practical technology explanation.

EDUCATION, CREDENTIALS AND TECHNICAL SKILLS

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

Technology: EHR Systems | SQL | SQL Server | Data Analytics | Jira | Python | JavaScript | Business Analysis | Requirements Gathering | Process and Workflow Design