

Ryan Pedigo

Professional Services | PMO | Technology | Leader

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SUMMARY

Technology and Professional Services leader with 13+ years of experience building high-performing teams and delivering complex enterprise technology initiatives. Proven record of building PMO functions from the ground up, directing multi-million-dollar P&L, and driving measurable improvements in revenue, utilization, and customer satisfaction across enterprise software and technical transformation, from growth-stage companies to publicly traded organizations.

KEY ACHIEVEMENTS

\$1.2M+

Annual PMO Revenue
Built from Scratch

\$200K

Deficit Turned Around
In One Year

\$5M+

New Business Secured
at Hyland

95%

Client Satisfaction
Rating Achieved

WORK EXPERIENCE

Tecweb, Inc.

Director, Program Management Office

May 2024-Present

- Built and scaled the PMO from the ground up, establishing delivery governance, standardized methodologies, KPI reporting, and operational processes that generated over \$1.2M in annual services revenue while improving delivery consistency and customer outcomes.
- Directed P&L for the PMO practice reviewing budgets, monitoring financial performance, identifying improvement opportunities, preparing executive and board-level reporting, and partnering with leadership to improve profitability and operational performance.
- Turned around a \$200K operating deficit within one year by strengthening delivery discipline, improving resource utilization, and implementing scalable processes that enhanced profitability while improving customer experience.
- Led enterprise technology transformation initiatives centered on ECM and intelligent automation solutions, using Smartsheet and Power BI to improve project visibility, achieve a 95% client satisfaction rating, and consistently deliver successful customer outcomes.
- Managed a distributed team of 6-8 project managers and consultants, implementing organizational change management practices, regular coaching sessions, and performance metrics that raised team productivity by 15%.
- Partnered with executive leadership to align portfolio priorities, revenue forecasting, staffing, and resource planning with Power BI dashboards, resulting in a 12% improvement in resource utilization.
- Championed adoption of AI-assisted productivity tools and intelligent automation to improve project execution, documentation, delivery efficiency, and operational decision-making.

Tecweb, Inc.

Practice Manager, Professional Services

May 2023 – May 2024

- Led a team of approximately 8 consultants delivering enterprise technology transformation projects that helped customers modernize business processes through ECM and intelligent automation solutions.
- Oversaw resource planning, forecasting, project execution, and delivery coordination across a portfolio of concurrent client engagements, balancing customer success with operational performance.
- Led client discovery sessions and translated business requirements into scalable delivery plans using SOW development, cross-functional team leadership, and product development workflows, enabling clear implementation roadmaps and faster project kickoff.
- Established and refined delivery methodologies, governance practices, and escalation processes that increased consistency, reduced risk, and enabled the organization to scale more effectively.
- Expanded services delivery within the Epicor ecosystem, strengthening client relationships and contributing to approximately \$150K in recurring monthly services revenue.

Hyland

Manager, Enterprise Solutions

Apr 2022 – May 2023

- Led pre-sales strategy and solution planning for enterprise technology transformation initiatives, managing a team of 8-10 consultants and partnering with sales, delivery, product, and executive stakeholders to secure more than \$5M in new business.
- Facilitated executive discovery sessions, roadmap planning, and solution workshops with enterprise clients, helping organizations align technology investments with long-term business objectives.
- Collaborated with cross-functional teams to develop Statements of Work (SOWs), implementation strategies, delivery plans, and project estimates that balanced client needs with delivery success.
- Served as a key liaison between sales and delivery organizations, ensuring proposed solutions were operationally viable, financially sound, and positioned for successful execution.
- Streamlined proposal governance by coordinating legal, financial, and delivery reviews across a high-volume pipeline, reducing revisions by 20% and accelerating contract turnaround times.
- Improved delivery readiness and forecasting accuracy by proactively identifying resource, operational, and financial risks during the planning phase, reducing downstream project challenges.

Epicor

Manager, Professional Services

Aug 2020 – Apr 2022

- Managed a team of 10–12 consultants and a professional services practice responsible for approximately \$1.5M in annual revenue, overseeing project delivery, resource planning, forecasting, and operational performance across multiple concurrent engagements.
- Improved team utilization by more than 15% through proactive resource management, pipeline planning, and forecasting practices that increased delivery efficiency and predictability.
- Maintained strong customer satisfaction, delivery quality, and financial performance by proactively managing project risks, resolving escalations, and supporting teams through complex client engagements.
- Mentored consultants and emerging leaders on client advisory, solution planning, and stakeholder engagement, helping strengthen team capabilities and improve the transition from sales to delivery.
- Introduced standardized delivery processes, workflow documentation, and project governance practices that improved execution consistency, reduced rework, and enabled the organization to scale more effectively.

Epicor

Senior Consultant, Professional Services

Sep 2018 – Aug 2020

- Led end-to-end software implementation projects from discovery and solution design through deployment and post-go-live optimization.
- Managed up to 14 concurrent implementations while coordinating cross-functional teams and maintaining delivery commitments.
- Facilitated workshops that aligned business stakeholders and technical teams, improving requirements clarity and reducing rework.
- Mentored and onboarded new consultants, accelerating team readiness and supporting successful project outcomes.
- Consistently maintained high utilization while supporting consulting engagements generating more than \$25K in monthly revenue.

Keystone Technology

Project Manager & Consultant

Aug 2015 – Sep 2018

- Managed infrastructure and technology projects across virtualization, networking, server, and end-user environments, delivering up to 12 concurrent projects and 30+ enhancements at 95% on-time delivery.
- Led project planning, scope development, and cross-functional technical teams using Agile methodologies and Jira.

TECHNOLOGY PROJECTS

ArmedIQ

Product Lead & Solution Architect

2025 - Present

- Designed and delivered a cross-platform SaaS mobile application from concept through production, leveraging React, TypeScript, Ionic Capacitor, Supabase, and RevenueCat leveraging AI-assisted development tools.
- Defined the product roadmap, application architecture, authentication strategy, and data model; applied AI-assisted development tools to accelerate feature development, testing, and deployment.
- Managed the complete software lifecycle, requirements gathering, solution design, deployment, and ongoing enhancement, serving as sole product and technical decision-maker.

EDUCATION

California State University, San Bernardino

2013

Bachelor of Science, Business Administration, Information Technology Concentration

CERTIFICATIONS

Certified Associate in Project Management (CAPM)

PMI - 2015

Presenting Like a PRO | Developing Effective Business Presentations

PrezExpert Inc. - 2025

CORE COMPETENCIES

Leadership & Delivery: PMO Leadership · Professional Services Leadership · Program & Portfolio Management · Team Development & Coaching · Executive Stakeholder Management · Delivery Governance · Resource Planning & Forecasting

Strategy & Operations: Technology Transformation · Business Process Improvement · Workflow Automation · Software Development Lifecycle (SDLC) · Change Management · Operational Excellence · Risk Management

Technology & Platforms: Microsoft 365 (Excel, Project, Visio, Teams) · Power BI · Jira · Monday.com · Salesforce · Smartsheets, ERP & ECM/CMS Platforms · SQL · REST APIs

AI & Emerging Technologies: AI-Assisted Project Delivery · Intelligent Process Automation · Claude · Microsoft Copilot · AI Workflow Optimization · Prompt Engineering