

Dylan Williams, MSBP, CRM, IGP

Summary

Experienced leader, consultant, and strategist specializing in building and executing upon actionable business cases using information economics. Steward and evangelist of information governance, ethics, organizational development, and continuous innovation.

Skills

- Subject matter expert, speaker, and author on business psychology, change management, content management, and structured and unstructured data systems.
- Possesses both broad strategic vision and deep tactical experience by combining disciplines of traditional records management and information governance.
- Introduces and manages service and solution offerings from inception to maturity through research, portfolio development, and market strategy.
- Manages diverse multi-project, multi-geography business development and delivery teams.
- Translates business, technical, and compliance metrics, establishing commonalities for disparate functional stakeholders from general staff to executive levels.

Work Experience

4/2017 - Present

Ricoh USA, INC

Columbus, Ohio

Practice Manager- Governance, Risk & Compliance

- Expanded information governance service offering beyond consulting services into a global strategy for Ricoh.
- Anticipated market technology disruptions and expanded global solution portfolio by establishing partnerships with software authors and integrators.
- Transformed client engagement and billing model from fixed fee project-based to retainer and program-based, lowering average customer acquisition costs, reducing sales cycle times, increasing retention, and minimizing billable resource downtime.
- Grew consulting team pipeline by \$9 million within the first year and recruited through relationships to double staffing levels.

7/2014 - 4/2017

Ricoh USA, INC

Columbus, Ohio

Principal Consultant- Governance, Risk & Compliance Practice

- Initiated information governance consulting strategy within the United States with executive leadership, expanding from 5 to 28 team members in 2 years.
- Developed methodology, service delivery framework, training, sales enablement tools, marketing collateral, and engagement deliverables.
- Directly interfaced with C-suite of Fortune 100 clients in manufacturing, healthcare, oil and gas, finance, insurance, and retail sectors; as well as public and nonprofit directors.
- Responsible for \$1/2 million in personal and \$3 million in team annual revenue while delivering net savings to clients of 7 times average engagement cost.

1/2013 - 7/2014

Ricoh USA, INC

Columbus, Ohio

National Analyst- Records and Information Governance

- Oversaw development, utilization, and execution for a team of eight regional analysts supporting records lifecycle management opportunities.
- Led discovery and design efforts for highest-tier managed service opportunities, averaging between \$10 million and \$25 million in total contract value.

1/2011 - 1/2013

Ricoh USA, INC

Columbus, Ohio

Managed Services Analyst

- Conducted business process and workflow analyses for new and existing clients.
- Oversaw the analysis, design, implementation, and enhancement of outsourced managed services engagements.

5/2006 - 1/2011

Central Business Group

Columbus, Ohio

Senior Project Manager

- Led professional services division in regional territory covering five states, responsible for \$1.5M in annual revenue.
- Quoted, sold, and implemented project solutions including records management software integration, document imaging, secure relocation, conversion, database creation, and document destruction for over 150 clients.
- Managed project teams composed of contract labor, in-house technical staff, and client staff, ranging between 3 and 50 team members per objective.

3/2001 - 5/2006

Gap Inc.

Columbus, Ohio

Stock / Sales Supervisor

- Led inventory processing team, sales associates, and planned storage layouts for new and remodeled locations.

**Education
and
Certifications**

- The Ohio State University _ Bachelor of Arts _ 2004
- Franklin University _ Master of Science in Business Psychology _ 2018
- Institute of Certified Records Managers _ Certified Records Manager (CRM) _ 2012
- ARMA International _ Information Governance Professional (IGP) _ 2013
- CompTIA _ Certified Document Imaging Architect (CDIA+) _ 2009; Project Manager (Project+) _ 2013

**Professional
and
Community
Involvement**

- Member: ARMA International, AIIM, ICRM, EDRM, and CGOC
- Director, ARMA international, Greater Columbus Chapter 2009-2011; voted Chapter member of the year 2014
- ARMA International Information Governance Professional (IGP) curriculum developer
- CompTIA CDIA+ Subject Matter Expert and exam development member
- President, Sharon Heights Community Association 2011-Present