

Ron Rose

IT SERVICE DELIVERY & INFRASTRUCTURE LEADER

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I run IT service delivery for organizations that can't afford downtime. Managed services, 24x7 infrastructure operations, and vCIO leadership across healthcare, cruise lines, and multi-site business. I build reliable teams, clear operating systems, and resilient infrastructure — practical IT leadership that improves service without adding noise.

18

years in IT

50+

people led
across locations

99.9%

uptime maintained
under SLA

35

ships supported,
24x7

EXPERIENCE

Red Rose Technologies LLC

IT services leadership

2019 – Present

Broward Regional Health Planning Council

Infrastructure & technology leadership

2011 – Present

Princess Cruise Line

IT Fleet Superintendent — led technical teams of 50+ across multiple locations

Earlier career

Royal Caribbean

Shipboard and fleet IT

Earlier career

Norwegian Cruise Line

Shipboard and fleet IT

Earlier career

Ultimate Software

Enterprise technology, cloud engineering

Earlier career

Apple

Technical support

Earlier career

SELECTED WORK

MULTI-SITE HEALTHCARE

Standing up managed services for a dental group

A single Microsoft Teams deployment revealed a larger need for consistent IT leadership across six locations. Grew the work into a retained managed-services agreement covering 87 seats; built Tier 2/3 escalation paths, knowledge-centered service practices, and documented SOPs.

■ **First-contact resolution rose 18%. Mean time to resolution fell 32%.**

MARITIME OPERATIONS

Running 24x7 fleet IT across a cruise line

Every ship operated as a remote site with no walk-up desk and no second chance at a maintenance window. Hired, trained, and managed technical teams exceeding 50 people across multiple locations, standardized shipboard IT operations, and ran a 24x7 service model.

■ **Supported 35 ships while maintaining consistent service around the clock.**

REGULATED HEALTHCARE

Building AI infrastructure in a HIPAA environment

An enterprise healthcare organization needed to move AI models into production without compromising governance or uptime. Led the infrastructure program, introduced MLOps practices, and built AI and data governance frameworks for a regulated environment.

■ **Cut model deployment from weeks to days, held 99.9% uptime, and reduced audit findings 30%.**

WHAT I DO

Managed services & vCIO — Retained IT leadership for multi-site organizations: roadmap, budget, vendor strategy, and quarterly business reviews.

Service delivery operations — Building the escalation paths, SOPs, and knowledge systems that keep resolution times down and stop delivery depending on one person.

Cloud & infrastructure — Microsoft 365, Azure and AWS, Intune, Entra ID, Defender, backup, and disaster recovery in regulated environments.

TOOLS & PRACTICES

Microsoft 365 • Azure • AWS • Intune • Entra ID • Defender • Windows Server • VMware • PowerShell • Pax8 • ITIL • KCS