



## A Spotlight on our Principal Technology Engineer - Ryan Dorman

Ryan Dorman first joined Lloyd in 2017 managing our Professional Services team. After a stint at a healthcare start up, Ryan returned to Lloyd in 2021 and joined our Client Experience team as Principal Technology Engineer and has since played a vital role for both Lloydians and our clients.

*"Working alongside Ryan Dorman has been an absolute pleasure. Ryan's technical knowledge is second to none, and he is always willing to lend a helping hand whenever his colleagues need assistance. His contribution in managing complex client has been crucial to our success. Ryan is a true asset to our team, and we are fortunate to have him with us,"*

*-Justin*

*A Fellow Lloydian*

As Principal Technology Engineer, Ryan's role is varied. Internally, Ryan oversees Lloyd's IT infrastructure. Additionally, he is responsible for onboarding clients to our services and developing a strategy for our mid-market and complex clients and prospects. He also works with our Service Delivery teams to resolve any challenging issues or outages our clients might face.

A typical day for Ryan starts with a cold brew coffee while browsing emails for any overnight escalations that may require his expertise.

Next, Ryan spends time reviewing our prospective clients' background and information to get a clear understanding as to how Lloyd can provide value. He will then make sure to check in on the latest status of current client onboardings with our Senior Onboarding Engineer, Andrzej. After checking in with Andrzej, Ryan attends meetings with other senior engineers to discuss how Lloyd can integrate new features and products from our partners into our offerings to provide our clients with advanced and secure technology.

If he isn't developing a comprehensive strategy for our Lloyd clients or collaborating with Infrastructure and Project engineers on routing issues, you can find Ryan preparing a presentation to provide training on various IT topics for our Lloyd community. When asked what his favorite part of his job is, Ryan says:

*"I love solving problems. Both for our clients and for other Lloydians. There is a great satisfaction and pride when you come together as a team and dig a client out of a deep hole."*

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## **Ryan's Story**

I've been working in IT for just over 20 years. My first job at 19 was as a Network Engineer for the University that I attended. I was found to be "tinkering" with the campus network and my knowledge made me qualified for the position. Since then, I've worked at a variety of companies as an internal IT engineer and manager. From sitting in a NASA-style Security Operations Center to international travel helping a SaaS company expand into Europe, I've been very fortunate to have an exciting career. Since I joined Lloyd in 2017, I've seen a lot of evolution; both in my role at the company and in my own personal growth. Lloyd has allowed me to continue honing my technical skills while allowing me to explore leadership and business operations.

### **What makes you good at what you do?**

I think I've been successful because of my ability to speak to non-technical audiences, I try to understand their motivations for being part of the discussion and speak to their priorities. While my career has been focused on IT, my degree is in Communication and Theatre. The skills I learned in that program have been just (or more) valuable than any technical training

### **What has contributed to your success at Lloyd?**

The number one contributing factor to my success at Lloyd has been the support, encouragement, and drive of other Lloydians. The culture at Lloyd is what attracted me to the company originally and the people are the reason that I stay. I have been particularly lucky to have the manager I've had, Justin, who has made Lloyd a place where I can be my best. I am a better engineer, colleague, and teammate because of my time at Lloyd.

### **What do you love about being a Lloydian?**

I love working at a company that people are proud to be a part of. From wearing Lloyd swag to participating in social events, Lloydians have a proud comradery with each other.

### **What makes Lloyd different?**

Lloyd is not your typical MSP. MSP's sometimes have a tarnished image in the IT world as they become commodity service providers rather than strategic partners. Lloyd takes top level talent, effective strategy, and a genuine passion for client success and creates an ecosystem that people want to be a part of.

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**How do you relate to one of Lloyd's core values? (Be Human. Be Accountable. Be Better.)**

The core value that I most align with is “Be Better.” After two decades of IT industry experience, it can be challenging to keep up with the rapid and revolutionary change in the industry. Lloyd’s “Be Better” focus allows me to stay on top of the latest trends and package that knowledge for our clients.

## **Get to Know Ryan**

I live in New York City with my husband of just under a year. With my degree being in theatre, living in NYC is wonderful given the opportunity to see shows and pretend I can still sing at karaoke bars. I grew up in farm-land central PA where most of my family still lives and did a 5-year stint in Washington DC before settling in New York. Some of my other favorite activities outside of work include finding a new speakeasy to try and taking a weekend excursion to another city to find something I’ve not tried before.



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