

Ryan Isham

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EDUCATION

Duke University, The Fuqua School of Business
Master of Business Administration

Durham, NC
2023

University of Florida, The Herbert Wertheim School of Engineering
Bachelor of Science in Biological Engineering

Gainesville, FL
2011

PROFESSIONAL EXPERIENCE

Integral Insights (DBA i2 Operators)
Founder & Chief Executive Officer

Charlotte, NC
2020 - Present

- Recruited 16 universities and colleges across North Carolina to participate in i2's University Innovation Commercialization Studio Program (UICSP), creating a pipeline from university research labs to the market, unlocking entrepreneurial opportunities for faculty, students, staff, and researchers
- Partnered with university leaders, faculty, and tech transfer offices to align the University Innovation Commercialization Studio Program (UICSP) with each institution's entrepreneurial mission—strengthening collaboration across disciplines and increasing student, staff, and faculty engagement in startup activity
- Secured \$3M in funding from the SBA and charitable grants to administer the UICSP, supporting early-stage university ventures with structured commercialization pathways
- Raised \$25M in investor capital to provide pre-seed and seed-stage funding for university-affiliated startups, de-risking commercialization for high-potential research innovations
- Conceived, designed curriculum for, and launched i2 Academy, a structured, internal professional development program, achieving an 80% employee certification completion rate and 50% multi-certification advancement rate among eligible employees
- Lead a high-performing executive team, including the COO, CFO, and CLO, while also serving as Chief Marketing Officer, driving brand strategy, market positioning, and business development to scale revenue from \$500K to \$3.5M in under four years
- Designed and led executive education-style workshops for student founders and university stakeholders, focusing on startup operations, financial modeling, market validation, and investor readiness—combining real-world rigor with instructional structure
- Enhanced workforce productivity by 20%, equipping employees with specialized skills across domains such as Marketing, Sales, Finance, Business Law, and Accounting
- Certified employees contributed 30% more revenue than non-certified employees, demonstrating a direct impact of upskilling on business growth
- Improved client satisfaction scores by 15%, reflecting the enhanced expertise and effectiveness of certified employees in client-facing roles
- Led digital transformation and change management for a nonprofit organization, implementing CRM, contract lifecycle management (CLM), and analytics platforms—resulting in a 47% increase in operational efficiency
- Redesigned pricing architecture and built dynamic financial models for a digital infrastructure firm, driving 18% growth in quarterly profitability through optimized revenue capture
- Developed and executed a pandemic response strategy for a regional brewery, reallocating operations and targeting new customer segments to generate 15% average monthly revenue growth
- Accelerated client onboarding for a human capital consultancy, implementing a streamlined process that achieved a 25% lead velocity rate and reduced conversion time to 90 days
- Built a Management Information Systems (MIS) function from the ground up for a professional services client, including QA, testing, and deployment protocols—leading to 100% employee adoption and a 56% reduction in long-term costs
- Designed and operationalized a contractor lifecycle management program for an edtech company, resulting in the successful onboarding of 1,000+ contractors in a single calendar year
- Established a compliant Quality Management System (QMS) for a biotech medical device company, enabling zero documented non-conformances in an FDA inspection
- Forecasted workforce needs and compensation planning for a medtech startup; built a go-to-market financial model and conducted pricing sensitivity analysis for a direct-to-consumer prototype launch
- Led a comprehensive federal contract audit and compliance review, ensuring adherence to all terms and conditions across 25+ agreements, resulting in 100% compliance

Continued on Page 2

Academy Medical
Chief Operating Officer

Charlotte, NC
2011 - 2020

- Joined as Employee #1 and grew into the role of Chief Operating Officer and 50% owner, leading to a successful exit
- Played a key role in the successful spin-off of a custom supply chain management system, transforming an internal tool into a standalone enterprise SaaS product
- Held full P&L ownership, creating revenue forecasts and departmental budgets that led to record profitability in 2019 and 2020
- Developed and conducted over 125 training programs for Federal medical facilities, training clinicians and sales teams across the country in product usage, compliance, and strategic value
- Created all product marketing, training, and sales collateral, including digital assets, presentations, and an online training platform that contributed to 1,200% revenue growth (2011–2015)
- Built and maintained an online training platform, multimedia content, and evaluation protocols, contributing to 1,200% revenue growth from 2011–2015 and enhancing learning outcomes and internal competency
- Managed and mentored dozens of employees, overseeing career development and performance management to build high-performing teams with long tenure and strong engagement
- Launched a remote brand ambassador team, accelerating strategic partner sales, supporting operations, and expanding your model for distributed, scalable workforce development
- Led market analytics and strategy development, managing a data analyst team that drove 30%+ YoY revenue growth (2014–2019) through actionable insight and strategic modeling
- Scaled the company's total revenues to over \$155M by transitioning from a direct sales business into a supply chain and procurement solutions provider
- Executed a full corporate rebrand in 2014 and directed marketing strategy that drove 1,155% revenue growth (2011–2014) and redefined the company's national footprint
- Managed the full product lifecycle, including development, positioning, branding, and inventory control, ensuring market alignment and compliance
- Launched a human cellular and tissue product line, generating \$1M in first-year sales and establishing Academy Medical as the largest donated tissue provider to the VA by 2018
- Directed business development efforts end-to-end, achieving 26% YoY growth from 2018 to 2019 and securing \$12M+ in federal contracts from 2016–2018
- Drove \$28M in revenue in 2019 and maintained a 22% pre-pandemic run rate through strong pipeline management and execution
- Captured multiple multimillion-dollar federal contracts, including FSS, MSPV, DAPA, eCat, BPAs, and national sole-source awards, contributing \$20M+ in revenue (2015–2016)
- Pivoted operations during COVID-19, launching a PPE supply initiative that generated \$200K+ in monthly revenue while sustaining federal contracts during a global crisis
- Built a national customer service call center, emphasizing order processing accuracy, efficiency, and long-term client satisfaction
- Built and led a high-performing team of inside sales reps, account managers, and bid specialists, achieving a 25% conversion rate and 90-day average conversion timeline
- Advised strategic partners on federal go-to-market strategy, contributing to 10% average annual sales growth for each from 2016–2018
- Instituted robust contract administration and compliance processes, maintaining 100% adherence across 25+ government agreements
- Designed and implemented the organizational quality management system (QMS) for HCT/PS, resulting in zero non-conformances in FDA audits

ADDITIONAL INFORMATION

Duke University, The Fuqua School of Business
Guest Lecturer, Speaker, & Mentor

Durham, NC
2023 - Present

- Design and deliver guest lectures on entrepreneurship, venture capital, and consulting
- Host monthly case-based learning experiences to help students apply consulting and business frameworks in real-world scenarios
- Mentor and coach MBA, MMS, and MQM students and student-veterans, providing practical insights on startup strategy, business analysis, and go-to-market execution

Service Corps of Retired Executives (SCORE)
Certified Small Business Mentor

Charlotte, NC
2024 - Present

- Teach business fundamentals, financial modeling, and strategic planning to aspiring small business owners, helping them launch and grow ventures