



Ryan Aud

Manager
Information Security Engineer
Optum

Former position:
IT Supervisor
Owensboro Health

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Working for a Fortune 5 company was never on my radar, but now that I'm here, I'm blown away by the sheer number of opportunities. It's like the sky's the limit.

Owensboro Health and Optum forged a strategic partnership to elevate patient care and meet community health needs, offering team members new growth opportunities. One employee shares their transformative journey to becoming an Optum team member.

Standing at the crossroads

As the IT supervisor at Owensboro Health, I led both the user access team, overseeing the entire lifecycle of user access, and the technical security team, managing all facets of cybersecurity. When news of the transition first surfaced, I was naturally concerned about the potential impacts. However, I soon realized that this wasn't just a typical outsourcing scenario; it was a strategic partnership that would bring significant benefits to our organization. Understanding this distinction made all the difference in how I approached the transition.

A seamless transition: Open communication and unwavering support

Throughout the transition, regular meetings kept us informed and at ease. The IT team's responsiveness was extraordinary – always ready to help, despite their packed schedules. There was a significant on-site presence, and it made me wonder about the cost of sending so many people there. However, looking back, I realize that the relationship-building that happened on-site was invaluable. It really helped to ease and streamline the process.



Why I value working for Optum

- Transparent communication
- Career growth opportunities
- Extensive educational resources
- Engaging employee initiatives
- Community involvement

A wealth of opportunities

The biggest thing for me is the vast number of opportunities I now have for career growth. In a smaller organization, you often have to wait for someone to leave to take the next step. Here, there are so many paths to explore. Plus, the support system is incredible.

Additionally, Optum really offers a ton of educational opportunities. There's LinkedIn Learning, and I also have access to more technical training programs. Within the organization, there's a whole ecosystem of learning resources to develop technical skills or other abilities that might not be directly related to our day-to-day work. It's like having a treasure trove of knowledge at your fingertips.

Optum also keeps us engaged and connected through regular events. Quarterly town halls, monthly coffee chats and quarterly MPC meetings aren't just calendar fillers – they're genuine engagement initiatives that make a real difference.

Community champions make a local impact

Optum has become a significant community partner, following Owensboro Health's legacy. They sponsor events, support local needs and form meaningful partnerships. It's inspiring to see their commitment to our community growing.

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Embrace the change, don't resist it. Work collaboratively with the team to the best of your ability and have faith in the system.

– Ryan Aud

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