



# James Rakshys

## Information Technology Leader

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**Experienced results-driven professional with extensive experience in spearheading innovative technology solutions, driving digital transformations, and running the business of IT.**

Demonstrated expertise in steering the implementation of innovative solutions within the Healthcare Insurance and Finance industries. Adept at leading multiple teams and functional areas with a diverse application portfolio and streamlining processes, retiring legacy applications, and successfully migrating platforms to cloud hosting solutions, resulting in substantial cost savings. Successfully established and directed architecture practices, emphasizing architecture development, IT governance, and fostering effective practices across multiple disciplines. Exhibited strong leadership by overseeing application portfolios, leading the development of IT strategy, overseeing digital transformation efforts and establishing effective Application Portfolio Management practices to ensure alignment with business capabilities.

## Areas of Expertise

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- Digital Transformation
- Cloud Hosting Solutions
- IT Strategy & Planning
- Stakeholder Consultation
- Fraud & Risk Management
- Application Integration
- Enterprise Governance
- Agile Methodology
- Architecture Leadership
- Project & Team Leadership
- Business Process Management
- C-Level Consultation
- Applications Development Management
- Application Portfolio Management
- Insurance Industry Expertise
- Technology & Solution Management
- Automation and Operational Efficiency
- Budget Management

## Professional Experience

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**North Carolina Turnpike Authority - NCTA (HNTB Contract) – Morrisville, NC**  
**Digital Transformation Executive**

**Feb 2024 – Present**

Partner with NCTA’s Executive Director and Chief Technology Officer to lead an effort to modernize NCTA’s end to end technical solutions. Responsibilities include setting initiative targets, architecture definition, technology and vendor selection, and leading Proof of Concept/Proof of Technology efforts.

**Truist Financial Corporation – Raleigh, NC**  
**Senior Director, Architecture – 2023 – 2024**

**2013 – 2024**

Managed a team of architects overseeing the development of solutions within the fraud, risk management, enterprise governance (governance, risk, and compliance), and "corporate functions" portfolio. Responsible for managing the architecture and design for solutions such as RSA-Archer, Clarity, fraud detection, fraud claims, anti-money laundering, 1071 (small business lending data), and ISO 20022.

- Headed the implementation of a mobile fraud customer notification solution which prevented over \$300,000 in fraudulent activities within the initial week.
- Managed efforts to explore new AI, low-code and no-code platforms.
- Led an initiative to identify potential departmental cost savings focused on eliminating technical redundancy, technical team overstaffing, retirement of legacy solutions, and reductions in technical debt.
- Realigned teammates to better support delivery teams and meet business goals.
- Led efforts to collaborate across multiple architecture practices and domains to drive knowledge sharing and to improve solutioning across the Enterprise.

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## Director, Software Engineering– 2020 – 2023

Led and supervised Kanban and Scrum teams accountable for managing an application portfolio utilized across multiple business units. Owned a group of in-house developed applications and services, including .Net utility applications, application logging applications, and several commercial off-the-shelf products.

- Led the technical program implementing Sapience Analytics, a workforce productivity tool, which saved over \$15 million in administrative cost savings over two years.
- Streamlined and coordinated the retirement of several applications, seamlessly incorporating essential functionalities into other applications, resulting in an annual cost savings of approximately \$500k.
- Migrated multiple platforms to diverse cloud hosting solutions, resulting in an annual savings of over \$200k and reduced turnaround times for upgrades, and business driven solution enhancements.
- Led teams of product administrators with oversight for several work management tools including Rally and VersionOne, and code management solutions, including Git.

## Manager, Automation & Business Process Management – 2017 – 2020

Directed a team of experienced technologists to deliver automation solutions, develop automation best practices, guide strategic efforts, conduct POCs and POTs, and manage critical applications for fraud claims, financial processes, and customer complaints.

- Supervised the Automation Center of Excellence with accountability for enterprise-wide automation, including Business Process Automation/Management, Robotic Process Automation, eSignature, and other cutting-edge technologies.
- Implemented Robotic Process Automation (RPA), implementing a cost-effective solution that resulted in a savings of over \$500k in the first year.
- Oversaw multiple development teams responsible for the development and enhancement of applications focused on fraud claim management, customer complaint management, and general ledger account entry.

## Enterprise Application Architecture Lead – 2013 – 2017

Led the establishment of a new architecture practice, focused on solution architecture development, defining standards and patterns, and implementing effective team practices and governance. Served as the Chair of the Application Architecture Review Committee, a senior architect group responsible for overseeing architecture in strategic projects across domains.

- Cultivated relationships throughout the enterprise, identifying opportunities for enhancing existing solutions, providing solution consultation, and contributing to future planning.
- Developed the architecture governance process to guarantee uniform and high-quality solutioning.
- Enforced elimination of redundant solutions and adherence to IT standards and best practices.
- Assumed responsibility for fulfilling the role of Lead Architect in various strategic enterprise projects.

## BlueCross BlueShield of North Carolina– Chapel Hill, NC Manager, Enterprise & Solutions Architecture

2008 – 2013

Established and oversaw an enterprise architecture practice with a specialized focus on application portfolio management, risk management, IT planning and strategy, architecture development, and IT Governance. Led a solutions architecture practice, taking charge of the architecture and design aspects for all enterprise initiatives. Provided executive and key stakeholder consultation, played a pivotal role in technical product selection, IT vendor contracting, and ensured effective management of the overall IT landscape.

- Oversaw a technical portfolio exceeding \$100 million, focusing on enterprise technology roadmap, technology governance, review of technology contracts, and the development of solution architecture for key strategic solutions.
- Led initiatives driving IT Transformation, ensuring alignment of IT with business capabilities. Identify outsourcing opportunities, foster strategic business partnerships, and consulted on the implementation of system replacements supporting the insurance business.
- Spearheaded the refresh of the IT strategy, creating a comprehensive multi-year roadmap and execution plan for IT initiatives.
- Established and led an Application Portfolio Management practice and team, dedicated to the lifecycle management of strategic applications and technologies.
- National Co-Chair for CAQH (Council for Affordable Quality Healthcare) connectivity workgroups, driving the information exchange rules included in The Affordable Care Act.

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## Additional Experience

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**Manager, Application Development** | BlueCross BlueShield of North Carolina – Chapel Hill, NC

**Manager, eBusiness** | Keystone Mercy Health Plan (Keystone First) – Philadelphia, PA

**Senior Technical Project Manager** | Keystone Mercy Health Plan (Keystone First) – Philadelphia, PA

**Manager, Clearinghouse Operations Support** | Siemens Healthcare – Malvern, PA

**Project Lead, Programmer Analyst** | Siemens Healthcare – Malvern, PA

## Education

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**Bachelor of Science in Computers & Information Systems: Business Administration & Economics**

King's College – Wilkes-Barre, PA