

# JAMES J RAKSHYS

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## INFORMATION TECHNOLOGY EXECUTIVE

**A dynamic executive leader with over 20 years of experience in IT leadership across health insurance, banking, and tolling. I inspire organizations to embrace innovative technology, achieve operational excellence, and foster a collaborative, metric-driven environment.**

James is a purposeful leader, with a proven history of building high-performing organizations, leading industry-first initiatives, and delivering high-value Enterprise solutions, with a focus on maximizing ROI.

As the Digital Transformation Executive for the North Carolina Turnpike Authority (NCTA - Contract), James is leading a multi-year initiative to modernize NCTA's tolling technologies, focusing on interoperability, supportability, performance, and usability. He introduced a cybersecurity solution that significantly reduced Smishing attacks and customer support calls. James is also automating toll payments using in-car technology and Vehicle to Everything (V2X) equipment, enhancing vehicle safety on toll roads with in-car alerts for road hazards. Additionally, he implemented a comprehensive cyber and brand protection solution.

Prior to NCTA, James held several roles at Truist Financial Corporation, including Senior Director of Architecture (SVP) and Director of Software Engineering (VP), overseeing technical portfolios exceeding \$100MM with over 250 directors, managers, and teammates. He reduced technical and administrative costs by automating processes, monitoring contingent labor productivity, and consolidating or retiring redundant technology.

At BlueCross BlueShield NC, as the Manager of Enterprise and Solution Architecture, James led the national effort to standardize healthcare data exchange, resulting in the standards implemented with the Affordable Care Act, saving \$100MM annually.

## CAREER HIGHLIGHTS

- **BCBS NC:** Council for Affordable Quality Healthcare National Co-Chair: Led efforts to establish healthcare data exchange standards through the Affordable Care Act resulting in over \$100MM in savings across the healthcare industry.
- **Truist Financial:** Led multiple efforts related to workforce optimization, technical debt reduction, and automation resulting in over \$20MM in annual savings.
- **NCTA:** Implemented a Cyber and brand protection solution resulting in cost avoidance of \$4.4MM annually.

James adopts a comprehensive approach to leadership, emphasizing the importance of people, processes, technology, and architecture. He fosters a culture of innovation and accountability among his leaders and teams, characterized by collaboration, transparency, and the empowerment of team members to reach their full potential.

James relies on a data-driven approach to decision-making, drawing on his experience across various industries, organizations, and initiatives. He approaches every challenge with a rational, level-headed perspective and values consulting with peers, experts, and stakeholders before making critical decisions. He understands the significance of building relationships to drive success within an organization.

Driven by a passion for fostering innovation and driving growth, James uses his experience and leadership skills to guide organizations to success. His collaborative approach and strategic mindset enable him to drive positive changes and deliver results in any leadership role. Throughout his career, James has been committed to leaving every organization stronger, more effective, and better positioned for the future than when he arrived. He understands that organizational change is driven by people, and by motivating others and engaging early, he has a proven record of success. Additionally, James has a panache for cultivating talent, resulting in many of his direct reports becoming midlevel to executive leaders across industries.