

# JAMES J RAKSHYS

Wake Forest, NC | 919-699-1922 | jjrakshys@gmail.com | [www.linkedin.com](http://www.linkedin.com) | <https://jamesjrakshys.com>

## 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.

- IT Leadership Team Building & Management
- Stakeholder Relationship
- Agile Delivery Methodology and Leadership
- Digital Transformation
- Enterprise Governance
- Enterprise Architecture
- Maximizing Value to Cost
- Tolling, Health Insurance & Banking
- AI & Enterprise Automation
- IT Strategy & Planning

## EXECUTIVE VALUE OFFERING

### LEADING INDUSTRY-TRANSFORMING DIGITAL TRANSFORMATION

Leading the NC Turnpike Authority's \$15MM+ IT modernization initiative & cutting-edge efforts to implement V2X (Vehicle to Everything) technology.

### TRACK RECORD FOR COST REDUCTION

Truist - \$15MM+ reduction in workforce expenses, \$700K+ saved through portfolio consolidation.  
BCBSNC - \$2MM+ through technical debt reduction.

### TRUSTED INDUSTRY LEADER

CAQH national Co-Chair (2009 - 2011)  
Led efforts to establish healthcare data exchange standards through the Affordable Care Act resulting in over \$100MM in savings across the healthcare industry.

## Executive Experience

### NORTH CAROLINA TURNPIKE AUTHORITY (CONTRACT)

2024 to Present

#### DIGITAL TRANSFORMATION EXECUTIVE

**SCOPE:** Leading a technology modernization effort to upgrade all of NCTA's technology and business systems, and partner with several vehicle OEMs to implement V2X technology and automated payment and safety solutions.

NCTA's Executive Director pursued my leadership for their Digital Transformation efforts due to my extensive experience with enterprise systems modernization, non-tolling IT Solution Providers, and IT leadership in general. NCTA produces over \$40MM in revenue quarterly and processes over 13MM transactions monthly.

**SNAPSHOT:** I had the privilege to lead efforts to define digital transformation for NCTA, a \$15M + Program, architect the overall solution, and drive vendor selection in partnership with the Chief Technology Officer and Executive Director. Also, I provided strategic leadership in implementing V2X technology in partnership with several vehicle OEMs to pilot automated tolling collection and in-vehicle safety messaging.

#### STRATEGIC ACCOMPLISHMENTS:

- Reduced Total Cost of Ownership for the new solution, compared to the existing solution by nearly \$2MM over a 5-year useful life.
- Increased customer satisfaction and reduced call center volume by over 1,000 calls monthly by implementing a cyber and brand protection solution that effectively eliminates common cyber threats. This resulted in \$4.4MM annually in cost avoidance through loss prevention, operational efficiencies, reduced credit monitoring fees, and insurance premiums.

**TRUIST FINANCIAL CORPORATION**

**2013 to 2024**

**SENIOR DIRECTOR OF ARCHITECTURE – SENIOR VICE PRESIDENT**

**2023 to 2024**

**SCOPE:** Directed a department of over 250 directors, managers, and individual contributors overseeing the design and architecture of solutions for fraud, risk management, governance, and compliance, with a technical portfolio valued at nearly \$100MM.

I was promoted into this position at the request of the Senior Group Manager who desired an experienced Architecture leader to direct solution and technology design for his area of responsibility – fraud, risk, compliance and corporate governance.

**SNAPSHOT:** I led efforts in fraud technology that effectively prevented more than \$300K (\$16MM Annually) in fraudulent activities within the first week of deployment, and efforts to reduce technical redundancy and debt by more than \$100K (\$5.2MM over lifetime of deployment). Creating operational efficiencies reducing needs for additional staff.

**STRATEGIC ACCOMPLISHMENTS:**

- Directed efforts to introduce AI, low and no code technologies to shorten solution time-to-market and reduce Total Cost of Ownership.
- Strengthened knowledge sharing and solutions development company-wide by cultivating greater collaboration between multiple architecture practices and domains.

**DIRECTOR OF SOFTWARE ENGINEERING – VICE PRESIDENT**

**2020 to 2023**

**SCOPE:** I had managed multiple Agile and Scrum software engineering teams – 4 managers and over 45 technologists and nearly a \$30MM technology portfolio including project - time management, work management, code management, and workforce productivity technologies, including a portfolio of Enterprise APIs.

I was approached for this promotion during the merger of SunTrust Bank and BB&T, and before the impending reduction-in-force resulting from the merger, to lead engineering teams due to my successful track record in solution delivery, and cost savings in my prior positions at BB&T.

**SNAPSHOT:** I had promoted the use of a workforce productivity management tool, Sapience Analytics, and had convinced IT and Procurement Executive management to invest in an enterprise-wide implementation for over 15,000 consultants resulting in \$15MM in saved or recovered administration expenses due to contingent labor under performance.

**SELECTED ACCOMPLISHMENTS:**

- Produced \$500K in annual savings (\$2.5MM over useful life) by retiring multiple legacy applications.

**EARLY CAREER:**

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MANAGER OF AUTOMATION & BUSINESS PROCESS MANAGEMENT, Truist Financial Corporation (2017 – 2020)  
 MANAGER OF APPLICATION ARCHITECTURE, Truist Financial Corporation (2013 – 2017)  
 MANAGER OF ENTERPRISE & SOLUTION ARCHITECTURE, BlueCross BlueShield of North Carolina, Chapel Hill, NC (2008 – 2013)  
 MANAGER OF APPLICATION DEVELOPMENT, BlueCross BlueShield of North Carolina, Chapel Hill, NC (2005 – 2008)  
 MANAGER OF eBUSINESS, Keystone First, Philadelphia, PA (2004 – 2005)  
 SENIOR TECHNICAL PROJECT MANAGER, Keystone First, Philadelphia, PA (2002 – 2003)  
 MANAGER OF CLEARINGHOUSE OPERATIONS, Siemens Healthcare, Malvern, PA (2001 – 2002)  
 PROGRAMMER/ANALYST, Siemens Healthcare, Malvern, PA (2000 – 2001)  
 US ARMY RESERVES, Ashley, PA

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**BOARD SERVICE:** PRESIDENT, Preserve at Smith Creek HOA Inc. (2023 – Present)

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## TECHNICAL PLATFORMS AND SOLUTIONS OVERSIGHT

- AWS & Azure Cloud
- MuleSoft, Tibco
- Red Hat OpenShift, 3Scale, Kafka
- Salesforce
- Broadcom Clarity, Layer 7
- Dynatrace, Splunk
- IBM WebSphere, DataPower
- Rally, Jira, Trello
- Junit, Postman
- Elasticsearch
- .Net, Java, JavaScript, COBOL, C
- Pega Systems
- Edifecs
- Oracle Database, Siebel CRM
- ServiceNow
- Fortra PhishLabs
- Jenkins
- Miro
- Docker, Kubernetes
- PowerApps, Nintex
- TriZetto Facets
- Sapience Analytics
- SAP
- SQL, PostgreSQL, IBM Db2, NoSQL
- Tableau, Power BI
- Informatica
- GitHub, Azure DevOps
- Microsoft 365, Office
- Microsoft Copilot, ChatGPT
- Lawson (Now Infor)

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## MAJOR INITIATIVES AND PROGRAM OVERSIGHT

- **Digital Transformation Program (2024 to Present)** – North Carolina Turnpike Authority: Microservices, API Gateway, Contact Center as a Service, Customer-facing Web and Mobile Applications.
- **Fraud/Risk Technology Proof of Technology (2023)** – Truist Financial: Apache Kafka, GitHub Copilot, Elasticsearch
- **Workforce Productivity (2020 to 2023)** – Truist Financial: Sapience Analytics Enterprise Implementation
- **Automation (2017 to 2020)** – Truist Financial: Pega Systems Business Process Automation and Robotic Process Automation Implementations.
- **Solution Architecture Practice (2013 to 2017)** - Truist Financial: Establish a Governance Model and Architecture Team
- **Enterprise Architecture Practice (2008 to 2013)** - BlueCross BlueShield of North Carolina: Mature and Grow Enterprise Architecture Governance, Business Engagement and Multi-Domain Architecture Teams.
- **IT & Business Transformation (2008 to 2013)** - BlueCross BlueShield of North Carolina: Realignment of IT and Business, IT Strategy and Business IT Roadmaps, Establish Application Portfolio Management Practice.
- **Healthcare Insurance Administration System Implementations (2005 to 2008 & 2002 to 2005)** – BlueCross BlueShield of North Carolina & Keystone First: TriZetto Facets.
- **COBIT Governance and National Provider Identifier Implementations (2007 to 2008)**: BlueCross BlueShield of North Carolina
- **Healthcare EDI Connectivity Standards (2008 – 2010)** - BlueCross BlueShield of North Carolina: Establish SOAP and Rest-based Messaging Standards for Healthcare X12 Data Exchange as Part of the Affordable Care Act.
- **HIPAA 5010 Implementation (2005 – 2008)** - BlueCross BlueShield of North Carolina: 5010 X12 270/271, 276/277, 834, 835 & 837
- **HIPAA 4010 Implementation (2002 to 2005)** – Keystone First: 4010 X12 270/271, 276/277, 834, 837

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## EDUCATION

BACHLOR OF SCIENCE, Computer & Information Systems – King’s College, Wilkes-Barre, PA