Rashan Thompson

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Operations and AI Transformation Executive | Healthcare, Life Sciences and Customer Operations

I lead operations and technology change at the executive level. At Conduent I ran a 75-person delivery organization supporting healthcare contact centers, and at Slalom I grew a life sciences account from under $1M to $5.5M a year while renewing 98% of engagements. AI is now the center of my work. I directed an AI-assisted build program and advised a community lender's leadership on where AI and automation fit in their operations. I lead the part that decides whether AI pays off: getting teams to use the new tools every day, and proving the numbers moved.

CORE COMPETENCIES

AI strategy and adoption | Operating model design | Customer operations and contact center KPIs (CSAT, NPS, AHT, FCR) | C-suite client relationships | P&L and portfolio management | Vendor and contract negotiation | HIPAA-regulated healthcare and pharma

PROFESSIONAL EXPERIENCE

Founder and Technology Strategy Consultant Jul 2019 – Apr 2022, Aug 2024 – Present
Connective Technologies, West Orange, NJ

- Own strategy, client relationships, and delivery for a consultancy advising small and mid-size companies on AI adoption, CRM, and revenue operations.
- Led an on-site AI and operations assessment for a Newark community lender. Interviewed eight staff across lending, underwriting, and operations, and delivered a phased technology roadmap to the executive director.
- Designed and directed an AI-assisted build program that produced three platforms, each with its own AI assistant: SkilledOS (field service management), CareerPhases (career and financial planning), and Connective CRM. Built with separate customer data, role-based access, and automated security and test checks. Not yet launched; demos available.
- Rebuilt the quote-to-close process for a SaaS client with configure-price-quote (CPQ) software, automation, and an approval engine. The shorter sales cycle contributed to 35% revenue growth.
- Integrated CRM and phone systems for client contact centers, cutting average handle time by 30%. New reporting dashboards reduced escalations by 15%.
- Renegotiated software and outsourcing contracts for 10% savings.

Senior Principal | Client Partner, Healthcare and Life Sciences Apr 2022 – Aug 2024
Slalom, New Brunswick, NJ

- Owned key healthcare and life sciences accounts as client partner, including renewals, procurement, and rate negotiations with C-suite sponsors. Renewed 98% of engagements, with an average 10% increase in contract value at renewal.
- Grew a life sciences account from under $1M to $5.5M in annual revenue. Used Power BI revenue forecasts to find and pursue expansion work.
- Led on-site workshops with a pharma client's leadership to design a pod-based delivery organization and new ways of working. The move from a matrix structure to product teams shortened time to market by 30%.
- Directed Salesforce and contact center programs with teams of up to 25. Client satisfaction reached 97 out of 100.
- Led a $1.5M technology tooling strategy and roadmap engagement for a life sciences client.
- Introduced Copado CRT test automation, trained client staff, and handed ownership to the client team, reducing testing time by 70%.

Salesforce Practice Director and Engagement Leader Nov 2018 – Jul 2019
Cognizant Technology Solutions, Bridgewater, NJ

- Owned the P&L for a Salesforce practice portfolio in insurance and healthcare, with 65 onshore and offshore consultants. Raised margins by 10 percentage points through vendor management.
- Won 60% of competitive proposals by building the solution design and business case with the sales team.
- Raised client NPS by 40% across global Salesforce programs by introducing a new client communication and feedback strategy.

Director of Technical Solutions, Healthcare Sector Jan 2018 – May 2018
Conduent, Florham Park, NJ

- Oversaw technical delivery on client contracts worth $100M across pharma, life sciences, and provider services.
- Implemented HIPAA-compliant CRM and IVR systems that cut patient onboarding time by 45% and lowered cost per call by 15%.
- Built a multi-year technology roadmap with C-suite clients.

Director of IT Service Delivery, Healthcare, Pharma and Life Sciences Sep 2015 – Jan 2018
Conduent, Somerset, NJ

- Led 75 onshore and offshore architects, developers, and project managers supporting client contact centers.
- Introduced chatbots and CRM integrations that reduced call volume by 25% and increased agent productivity by 20%.
- Set and tracked operating KPIs, including wait time, AHT, FCR, CSAT, and SLA compliance. Cut wait times by 25% with self-service tools and better workforce management.
- Presented technology capabilities and ROI in sales pursuits that won $75M in new business.

Founder and Technology Strategy Consultant Jan 2006 – Sep 2015
Strategic Service Group, Hillside, NJ

- Built and ran a consultancy delivering CRM implementations, phone system integrations, and process redesign for small and mid-size companies.
- Designed KPI dashboards that clients used to manage customer journeys and retention.

Earlier career: Vice President of Customer Service, NorVergence. Director of Operations, Transact Plus, a J.P. Morgan Chase company.

SPEAKING

Panelist, AI for Microbusinesses, NJMBA Small Business Expo, September 2026

EDUCATION

BA, History, Bloomfield College

TECHNICAL SKILLS

Salesforce, Microsoft Dynamics, HubSpot, Zoho, Genesys, NICE inContact, Power BI, Tableau, Jira, Copado CRT, AWS, Azure, Claude Code, OpenAI Codex