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| **Rashan Thompson** | Rashan@rashanthompson.com(973) 715-4404[www.linkedin.com/in/rashan](http://www.linkedin.com/in/rashan) |

 **Program Management Executive | Driving Strategic Transformation & Operational Excellence**

Program Management Leader with 20+ years of delivering complex, cross-channel CRM and digital initiatives. Proven success in large-scale program execution, financial management, and optimizing client relationships for growth. Experienced in aligning strategy with operational goals, managing multi-million-dollar P&Ls, and enhancing customer engagement through advanced MarTech, automation, and CRM solutions

### Areas of Expertise

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| * Technical Operations & Incident Management
* Program & Project Management
* Vendor Management
* Cross-Channel CRM & Digital Initiatives
* Budget & P&L Management
* Agile, Waterfall, Hybrid Methodologies
 | * Team Leadership & Development
* Protocols & Stakeholder Engagement
* Financial Management & Margin Optimization
* Automation & Process Optimization
* Change Management
 | * Start-Ups Development
* Strategic Planning & Analytics
* Turnaround Management
* Quality Assurance Strategies
* Process & Tool Governance
* C-Suite Stakeholder Engagement
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### Professional Experience and Accomplishments

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**Senior Principal**

Slalom | April 2022 – Current

* Spearheaded cross-channel CRM initiatives for life sciences clients, implementing AI-powered chatbots across SMS, voice, and chat, reducing call volume by 25% and improving CSAT by 30%.
* Drove program profitability through financial planning and cost optimization, securing a $1.5M SOW with a top pharmaceutical client and achieving a 97/100 customer satisfaction rating.
* Established Agile/Lean project frameworks for digital transformation, enhancing team alignment and KPI tracking across distributed teams
* Reduced DevOps testing time by 70% through RPA integration, enhancing release speed and reliability.
* Fostered strong relationships with C-suite executives, defining project outcomes and aligning them with client goals for technical programs.
* Managed remote teams across multiple time zones with bi-weekly one-on-ones, daily stand-ups, and Power BI for performance tracking.

**Founder and Technology Strategy Consultant (Independent Contractor | Self Employed)**

Connective Technologies | July 2019 – April 2022

* Founded a consultancy providing technology consulting and implementation support to small and mid-sized businesses, enhancing operational efficiencies and achieving client goals.
* Founded a consultancy providing technology consulting and implementation support to small and mid-sized businesses, enhancing operational efficiencies and achieving client goals.
* Developed strategic roadmaps and project plans tailored for technology startups, aligning project milestones with business objectives.
* Facilitated client workshops to improve understanding of technology strategies, leading to enhanced client decision-making and adoption.

**Salesforce Practice Director and Engagement Leader**

Cognizant Technology Solutions | November 2018 – July 2019

* Delivered global enterprise cloud solutions and digital transformations, achieving a 30% increase in NPS through CRM customization and a 10% increase in project margins.
* Created and implemented go-to-market strategies, resulting in a 60% RFP win rate and a 15% revenue increase for technology transformation initiatives.
* Oversaw multi-phase P&L management for insurance clients, optimizing program budgets and aligning technology solutions with client needs.

**Director of Technical Solutions**

Conduent Pharma Life Sciences & Provider Services | January 2018 – May 2018

* Spearheaded technology partner selection and negotiated contracts, integrating AI, NLP, and BI capabilities to enhance service offerings.
* Collaborated with business partners to develop and communicate a multi-year technology strategy, ensuring alignment with corporate goals and functional needs
* Directed multi-phase technology transformations, increasing NPS by 40% and reducing patient onboarding by 45%.

**Director of Technical Service Delivery**

Conduent Pharma Life Sciences | September 2015 – January 2018

* Mentored a team of 75 onshore and offshore architects, developers, project managers, and business analysts.
* Served as the executive-level escalation contact for technical partner issues, ensuring prompt resolution.
* Established testing and quality procedures, reducing defect rates by 31% and enhancing delivery quality for complex technical solutions.
* Built strong partnerships with business units, defining and aligning project objectives to meet operational goals and enhance service delivery.
* Implemented workflow automation and system integrations, achieving a 10% improvement in operational efficiencies through streamlined processes and system interoperability.

**Technology Strategy Consultant (Independent Contractor | Self-Employed)**

Strategic Service Group | January 2006 – September 2015

* Founded and grew a consultancy specializing in CRM, digital transformation, and process reengineering for small and mid-sized businesses.
* Managed project objectives, resources, and budgets using agile methodologies, resulting in 100% on-time and within-budget project delivery.
* Improved client revenues by 23% through implementing real-time analytics and CRM tools, reducing sales cycles by 45%.
* Provided strategic guidance on vendor selection, negotiation, and management, ensuring client objectives and SLAs were consistently met.

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### Education

Bloomfield College – History

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**Technology Experience Highlights**

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| * Generative AI
* Salesforce CRM
* Amazon Web Services
* Microsoft Dynamics CRM
* Copado CRT
 | * Genesys Contact Center
* AI-Powered Chatbots
* JIRA
* Tableau
* Micro Strategies
* Google Cloud Platform
 | * NICE inContact
* Zoho CRM
* Microsoft Azure
* Apptus
* SmartSheets
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