

RODERICK L. WILSON

Enterprise Transformation Executive | Vice President-Level Operational Excellence Leader

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EXECUTIVE PROFILE

Operational-excellence and enterprise-transformation executive and trusted advisor to senior leadership who builds the management systems that turn strategy into measurable enterprise value. Twenty-plus years across healthcare, financial services, payments and insurance leading acquisition integrations, operating-model redesigns and enterprise transformation portfolios, governing alongside CEOs, COOs, CFOs and CTOs.

Most recently led a 60+ FTE process-excellence organization at Centene that produced approximately \$54M in Finance-validated benefits, cut large-initiative cycle time from 18+ months to under nine and sustained 80%+ on-time delivery. An industrial engineer developed through GE Capital and GE Aircraft Engines, he pairs industrial operating discipline with the governance, accountability and leadership talent that keep results in place after the program ends.

SIGNATURE ENTERPRISE RESULTS

\$54M Finance-validated benefits, 2024 – Sep 2026 60+ FTE transformation portfolio · Centene	\$37.6M Value created against a \$35M target 3-company integration · Early Warning (Zelle®)	~\$60M Revenue opportunities & cost savings, Finance-tollated Countrywide integration · Bank of America
\$84M Portfolio across which investment decisions were influenced CEO / CFO / CTO steering · Early Warning	50%+ Faster large-initiative cycle time 18+ months to under 9 · Centene	\$4.7M Operating-cost benefit from AI-enabled issue management 30%+ fewer issues, 31%+ faster resolution · Centene

EXECUTIVE LEADERSHIP CAPABILITIES

STRATEGY & PORTFOLIO

- Enterprise operational-excellence strategy
- Portfolio prioritization & resource allocation
- Executive & C-suite governance
- Finance-validated value realization
- Operating-model design & scaling

MANAGEMENT SYSTEM & PERFORMANCE

- Standardized improvement methodologies
- KPI & performance-management cadence
- Accountability & tollgate governance
- Process excellence, BPM & continuous improvement
- Proactive risk, controls & compliance

INTEGRATION & ENABLEMENT

- M&A integration & Day 1 execution
- Large-scale change leadership & adoption
- AI-enabled operational innovation
- Cross-functional transformation leadership
- Talent development & succession building

PROFESSIONAL EXPERIENCE

CENTENE CORPORATION | Phoenix, AZ

2022 – 2026

Senior Director, Business Transformation | promoted from Director, Lean Process Improvement

National managed care organization serving government-sponsored and commercial healthcare markets.

Built and led the enterprise Process Improvement and Process Design organization (6 direct reports, 60+ FTE) across Membership, Enrollment & Billing, Claims, Provider Data Management & Experience and Configuration, partnering with VP and SVP operations leaders to convert strategic priorities into a governed, Finance-accountable transformation portfolio.

- **Enterprise value:** Led a portfolio that produced approximately \$54M in Finance-validated, true-dollar benefits (about \$14M in 2024, \$22M in 2025 and \$18M through September 2026), spanning 27 active initiatives, roughly 18 projects annually and a 33-opportunity pipeline.

- **Management system for transformation:** Designed and installed standardized intake, business cases, scoring on Financial Merit, Strategic Alignment and Execution Readiness, resource allocation, tollgates, benefit validation and closure, with weekly VP-level review. Over 20% of ideas failed initial scoring; large-initiative cycle time fell from 18+ months to under nine; on-time delivery exceeded 80%.
- **AI-enabled operational innovation:** Led operating-model design and cross-functional governance across Provider Experience, Health Plan Operations, Claims, IMRO, Process Improvement, Data Analytics and IT for an AI language-learning and ServiceNow capability that detects systemic repeat issues. Deployed to 15 of 33 health plans: \$4.7M operating-cost benefit, 30%+ lower issue volume, 31%+ faster resolution, and 45% of Provider Experience resources reduced or reallocated in participating plans.
- **Preventive risk management:** Shifted Configuration from reactive to proactive by sponsoring a Kaizen/FMEA method with RPN scoring, yielding a prioritized strategic roadmap, consolidated intake channels and a monitored Standardized Intake and Resolution Program (deployment and benefit validation underway at the close of tenure).
- **Bench strength:** Developed four leaders through seven promotions and two potential successors for the Senior Director role.

NTT DATA SERVICES | Phoenix, AZ

2020 – 2022

Consulting Services Director, Financial Services & Insurance

Global IT services and consulting organization.

Engagement leader and principal consultant for three Fortune 500 banks and two healthcare payers, accountable for executive client relationships, solution design, delivery and account growth.

- **Revenue growth:** Generated \$2M–\$5M in client engagement expansion and \$1.2M in healthcare M&A revenue.
- **Regulatory transformation:** Led a 20+ consultant BPMN engagement for a leading financial institution responding to a Home Loans consent order, modeling high-risk core processes.
- **Risk-led account expansion:** Surfaced core-process risk during a platform-migration and target-operating-model engagement and converted it into an expanded risk-mitigation and proactive-controls roadmap. Delivered a Business Process Management strategy for a Top 4 U.S. bank.

EARLY WARNING SERVICES (owner of Zelle®) | Phoenix, AZ

2015 – 2019

Director, Business Transformation | reported to the Chief Operating Officer

Bank-owned financial technology company providing payment, identity and fraud-risk solutions.

Recruited under NDA by the COO to lead the merger of Early Warning, Authentify and clearXchange, the combination its owner banks selected to bring a competitive P2P payments capability to market.

- **Integration leadership:** Led a nine-month, three-company integration of 67 post-merger initiatives across Marketing, Fraud, Operations, IT Delivery and Customer Service; achieved Critical Legal, System and Customer Day 1 milestones.
- **Value creation:** Exceeded a \$35M revenue-opportunity and cost-savings target by \$2.6M (\$37.6M total), with 80%+ of initiatives delivered on time and on budget.
- **C-suite governance:** Ran monthly steering with the CEO, CFO and CTO, personally presenting portfolio health, financials, risks, decisions, milestones and benefits that shaped investment across an approximately \$84M portfolio.
- **Transformation office build:** Established the enterprise transformation and PMO capability and hired a 23-person team of senior program managers and business transformation leaders.
- **Zelle® enablement:** Led transformation initiatives that designed operating-model capabilities for member services, enrollment and proactive fraud prevention, supporting the on-time Zelle go-to-market launch.

MARSH | Phoenix, AZ

2012 – 2015

Master Black Belt / Operations Leader, Business Transformation

Global insurance broker and risk advisor.

- **Operating-model deployment:** Led design, Model Office validation and deployment of the Marsh Way Target Operating Model for brokerage placement across a nine-office footprint, partnering with Cognizant on roles, processes, organization, technology, workflows and management routines.
- **Test before scale:** Owned Model Office testing strategy, scenarios, resources and deployment-readiness decisions; strong results accelerated broader deployment ahead of schedule, with program benefits validated by Finance.
- **Adoption:** Directed change management, training, communications and adoption for the new operating model, partnering with Global Transformation, Client, Operations and Office leaders.

Progressive executive roles across major integrations and transformations

Global financial institution.

Quality & Change Delivery Executive, Countrywide Integration

2008 – 2010

- **Value delivered:** Approximately \$60M in revenue opportunities and cost savings from the Countrywide acquisition, with Finance embedded in tollgate governance to validate benefits before progression.
- **Scale:** Led a 45-person organization of Master Black Belts, Black Belts, Program Managers and SMEs (7 direct reports) across 70+ transition projects spanning Risk, Enterprise Operations, Global Wealth & Investment, Consumer & Small Business and Insurance; implemented a Six Sigma program producing 93 Green Belt certifications.

Business Transformation Executive, Home Loans

2010 – 2012

- Selected after the integration to lead a 15-member project management organization driving underwriting effectiveness, operational performance and customer experience.

Earlier Executive Roles

2004 – 2008

- **Process Design Executive, GSBB Risk** (2006–2008): enterprise risk and business-continuity initiatives strengthening governance and operational resilience.
- **Quality & Productivity Executive, Card Services** (2005–2006): Bank of America–MBNA integration, process standardization and pricing-strategy alignment.
- **Master Black Belt, Card Operations** (2004–2005): operational-excellence advisor; executive coaching and continuous-improvement leadership.

EDUCATION

Bachelor of Science in Industrial Engineering — North Carolina A&T State University, Greensboro, North Carolina

Early career: Industrial-engineering and operational-excellence foundation through GE Capital Corporation and GE Aircraft Engines leadership programs.

CERTIFICATIONS

- **Six Sigma Master Black Belt** | GE Capital Corporation
- **Change Acceleration Process** | GE Capital Corporation

PROFESSIONAL AFFILIATIONS

- **American Society for Quality**
- **Project Management Institute**

EXECUTIVE & LEADERSHIP DEVELOPMENT

- **McKinsey Leadership Essentials Program**
- **McKinsey Management Accelerator Program**
- **Management Development Program** | GE Capital Corporation
- **Technical Leadership Program** | GE Aircraft Engines