

Tom Bobrowski

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PROFILE

HEALTHCARE TRANSFORMATION LEADER: Management consultant with tech startup experience. BU, sales, engagement leader--always client facing. Focus on efficiency and continuous improvement in healthcare payer space targeting member engagement, claims, care utilization and mgmt., sales and marketing, technology and data innovation. Sold ~\$250m engagements delivering ~\$1b cost-out/capacity improvements decade pre-COVID. Looking to double results w/AI over next ten.

WORK EXPERIENCE

2020 - Present Tampa, Chicago	Freelance Writer, Consultant White papers, case studies, book-length manuscripts on personal and business transformation. Featured columnist: <i>Insurance Thought Leadership</i> . Consulting engagements below:
May - Nov 2023 Menlo Park, CA	Skan.ai Senior Partner, Insurance (Contract) <ul style="list-style-type: none">• Interim CMO: led transition to offshore and AI delivery of content, campaigns, social media improving results 20% on 20% lower cost• Built, led case study team consolidating operational and CS best practices at cohort of healthcare, FS, insurance clients• Led naming, branding, PR, legal for alpha product: <i>ProcessGPT</i>
2022 - 2023 Princeton, NJ	Coforge Automation Advisory Leader, Insurance & FS (Contract) <ul style="list-style-type: none">• Stabilized relationship w/F150 health insurance client:<ul style="list-style-type: none">○ Using “full-service, self-service, no-service” approach reduced inbound contact center volumes 18% w/ roadmap to further 20%, no technology required○ Increased contact center capacity ~10% on cost-neutral basis with machine-learning reading/routing of inbound email• Developed “self-funded automation” GTM roadmap for Coforge capture of \$1.5b+ TAM. Author: <i>Automating Work in the Enterprise</i>
2014 - 2020 Chicago/Singapore	The Digital Insurer Head - North America; Editor - Digital Insurance Library <ul style="list-style-type: none">• Built <i>Digital Insurance Library</i>, largest knowledge base for digital transformation in known world fueling 25x platform growth• Consultant, speaker, webinar host/participant: “The Digitization of Risk”

2015 - 2018 Chicago, IL	Vice President, Insurance Business Unit Head Tech Mahindra <ul style="list-style-type: none"> Built solutions-based GTM, including new IoT and product modeling offerings, doubling customer base, tripling revenue in two years Built AWS practice from zero, Author: <i>AWS Cloud Migration Playbook</i> improved CSATs 50%; managed P&L to 42% margins, top 10% in firm Mahindra Scholar, Harvard Business School
2011 - 2014 NYC/London/Tokyo	Vice President, Global Client Partner Mphasis, Ltd. (an HP company) – American International Group (AIG) <ul style="list-style-type: none"> Led Lean, portfolio rationalization, outsourcing helping client reduce legacy costs \$58m on run-rate basis exiting '13 Built Duck Creek practice from zero; led Pega practice to BUILD status Managed global P&L from 30% margins '11 to 42% exiting '13 reflective of new higher-value BUILD workstreams Improved CSATs 60%; “worst-to-first” in Japan
2009 - 2011 Boston, MA	Vice President, Insurance and Healthcare Solutions Virtusa <ul style="list-style-type: none"> Helping clients build mainly Pega CoEs achieved 102% team revenue target '10, 138% '11 amid strong vendor management headwinds Led solutioning, comms, CxO orchestration for largest win in firm history: Pega Claims Transformation, \$110m/3yrs
1999 - 2006	Tech Entrepreneur <ul style="list-style-type: none"> Co-founded <i>Arc IT</i>, digital trading platform for wholesale energy industry. Exited to Alstom ESCA Co-founded <i>Revgain</i>, BI rate-optimization solution for hotel revenue managers. Exited to WLS

EDUCATION

Past Certifications:	Pega BPM, AWS, UIPath RPA, Robocorp, Skan
Current Focus:	NVIDIA Enterprise AI; Databricks Mosaic AI; Palantir Foundry, AIP
Bloomington, IN	Indiana University, Kelley School of Business, BS Finance
Cambridge, MA	Harvard Business School, Mahindra Scholar Program, 2017
Kagoshima, JP	Rotary Exchange Scholar, 1997