Zachary S. Lawson

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Senior Operations / Information Technology / Data Executive / Consultant

Vice President / COO / CIO / CTO / CDO / Software Architect / Business Analyst / Solutions Consultant

Workers' Compensation Insurance Operations / Small Business Operations / Technology Companies / Data and Analytics Consulting Firms

Current organizational leader/small business VP/CIO with 12+ years of experience managing daily operations and technology platforms (Claims/Underwriting/Policy Management) in the Workers' Compensation Insurance industry. Versatile problem solver and thought leader, experienced in all aspects of business management with a passion and focus in applying software and technology in pursuit of integrating disparate business functions. Full Stack Developer with proven analytical and predictive data skills. Successful goal setter and motivator of client-centric teams.

Executive Leadership Competencies

- Management Team Leadership
- Budget and Revenue Forecasting
- Strategic Planning & Growth
- P&L Management / Improvement
- New Business Development

- Cost Management
- Vendor Relations and Contract Management
- Workflow Optimization
- Employee Education and Training
- Employee Benefit Design and Implementation

Technical Competencies

- Tableau
- Salesforce.com - including Apex/Visualforce Development
- SQL and Database Administration (SQL Server/MySQL/Oracle)
- Java/PHP/.Net (VB/C#)/HTML/Javascript
- Full Stack Design and Implementation

- R
- Amazon Web Services - System Design and Administration
- vSphere ESXi - System Design and Administration
- Citrix XenDesktop System Administration
- System Scripting/Automation

Accomplishments/Achievements

- Lead teams comprised of multiple business disciplines to experience year over year top-line and bottom-line growth.
- Refactor business processes around new or better strategies and integration of different business systems
- Expert in manipulating and visualizing data that lead to operational gains
- Develop new lines of business requiring a technical knowledge of the workers' compensation marketplace

Career Background

Founder, Lodestar Insights, Henniker, NH   2016-Present
Data and Analytics Consulting Firm

Developed predictive workers' compensation claim scoring model using a national dataset of 150,000 claims. Implemented production scoring system that handles 1,300 claims annually, with plans to grow to 12,000 by 2018. Developed claims manager and C-Suite level visualizations around claim scoring data allowing for more dialog, earlier, on high risk claims.

Vice President, The Lawson Group, Concord, NH   2004-Present
Third Party Administrator - Workers' Compensation/Environmental Health & Safety Consulting/Employee Wellness Consulting

Responsible for general operations, technology integration, and leadership of the management team for a 50 employee organization with $7 million in annual revenue. Built new lines of business in the workers' compensation market and supported the growth of an industry-best claims management operation. Led the transition from a closely held, founder-led business to a structure with multiple levels of management responsibility. Integrated affordable enterprise level technology and solutions into a small business infrastructure.

Selected Achievements
- Grew top line revenue by 140% while improving bottom line by 300%
- Became the 3rd largest TPA/Carrier (by claims volume) in the State of NH

- Successfully negotiated multiple 10 year contracts guaranteeing 5%-15% in additional revenue
- Improved employee retention rate by 18%

Java Software Engineer II, Sybase, Inc., Concord, NH   1999-2004
Now a division of SAP; former enterprise software company, developer of relational database backends

Lead developer on installer/configurator team; a project that relied on a Java based InstallShield API for installation and configuration of an enterprise portal product across multiple database and application server platforms, including the flagship Adaptive Server Enterprise backend. Completed Masters degree while working on full-text search engine installation, configuration and optimization system. Published multiple migration documents for legacy clients using older mainframe based solutions.

Academic Preparation

Worcester Polytechnic Institute, Worcester, MA   1997-2001
Master of Science, Computer Science
Bachelor of Science, Computer Science

Professional Affiliations

New Hampshire Stay-Work-Play – Board of Advisors   2015-Present
Leadership New Hampshire - Class of 2018   2017-Present

Community Engagement

Board Chair, John Stark Regional High School Board, Weare, NH   2011-Present
Board Member, Henniker Community School Board, Henniker, NH   2012-Present
New Hampshire Public Radio Community Advisory Board, Concord, NH   2017-Present