



RAYMOND (RAKI) MCGREGOR

Executive Profile:

Raki McGregor is the Vice President of Consumer Operations and the interim Senior Vice President of Community Engagement & Innovation at Novant Health. Raki is responsible for ensuring the achievement of Novant Health’s Consumer Strategy & Product (CS&P) division’s strategic imperatives. As VP of Consumer Operations, Raki supports the Chief Consumer Officer by closing performance gaps through developing repeatable processes that yield high return solutions to consumers and the healthcare system. Additionally, as interim SVP of Community Engagement and Innovation, he is responsible for effectively positioning Novant Health in the broader healthcare community by fostering key partnerships that support community needs in alignment with Novant Health’s strategic goals and priorities. Prior to joining Novant Health, Raki was the Client Engagement Executive at StoneLaurel Consulting, where he brought two decades worth of experience – with a specialization in information technology – from financial services, insurance, healthcare and manufacturing industries to the consulting firm. Raki also served as Vice President of Technology and Business Solutions at Independence Blue Cross, where he was responsible for technology strategy across the organization. Additionally, Raki spent nine years as Senior Director of Enterprise Application Services at TIAA-CREF.

Raki is a performance & relationship driven leader with a clear track record of delivering transformational change with profitable growth in challenging, competitive and volatile customer markets. His key strengths include:

- Integration Management
- Business & Cultural Transformation
- Value Added Outsourcing
- Establishing Accountability & Alignment
- Joint Ventures / Strategic Alliances
- Business Model Innovation
- Strategic Direction/Strong Execution
- Change Management
- Effective Coaching/People Development
- Relationship Management

Passionate about driving growth in companies and communities, Raki has excelled at building outstanding customer experiences and developing cohesive, energized management teams. Raki earned his Bachelor of Science degree in Business Management from North Carolina A&T State University, where he serves on the Board of Visitors, and he is currently pursuing a Master’s in Business Administration from the Wake Forest University School of Business. Always passionate about helping others, Raki serves as the Board Chair for Young Black Leadership Alliance and he previously served as Board Chair for Big Brothers/Big Sisters of Greater Charlotte. He currently lives in Huntersville, N.C. In his free time, he loves cheering on his daughter’s volleyball team, being the number one fan of his son’s rapidly growing music career, and enjoying quiet evenings at home with his family.

AREAS OF EXPERTISE:

General Management

Driving Innovation/Strategic Direction
Building High Performance Teams
Change Management/Turnarounds

Technology

ERP Applications
Cloud Computing
Mainframe Systems

Organization

Customer Intimacy
Ideation
Process Management

EXPERIENCE:

Stone Laurel Consulting, Inc, Partner	2014- 2016
Independence Blue Cross, Vice President of Technology & Business Solutions	2012- 2014
TIAA-CREF, Senior Director Enterprise Application Services	2004- 2012
Coca-Cola Bottling Company Consolidated, Customer Relationship Manager, CRM	2003- 2004
Pillowtex, Oracle Applications Manager	2001 -2003
Various Positions of Leadership, Unifi, Laboratory Corporation of America (LabCorp)	1994- 2001