

# Rufus King

Client Technology Manager | Alteryx Subject Matter Expert | Data & Automation Leader

## Executive Summary

Client Technology Manager with extensive experience leading enterprise delivery within benefits administration and dependent verification services. Recognized Alteryx Subject Matter Expert specializing in automation, workflow optimization, and operational efficiency. Proven ability to lead technical teams, deliver scalable solutions, and drive measurable client outcomes across complex environments.

## Core Competencies

Client Technology Leadership | Alteryx Automation (SME) | Data Workflow Optimization | System Configuration & Integration | Production Support | Project Delivery | Stakeholder Management | Process Improvement

## Alight Solutions (2011 – Present)

- Client Technology Manager / Client Success Manager / Client Technology Analyst
- Lead technical delivery for dependent verification services supporting enterprise clients
  - Drive automation initiatives including Alteryx-based workflow solutions improving efficiency and accuracy
  - Delivered Annual Enrollment configuration initiatives under tight deadlines with high client satisfaction
  - Key contributor to DVS to TBA Alteryx comparison process and enterprise EOI workflow support
  - Supported annual dependent verification re-audit execution ensuring compliance and successful delivery
  - Consistently contributed to client satisfaction scores of 9–10 (NPS) on key accounts

## Aon Hewitt / Alight Solutions (2011 – 2017)

- Designed and executed unit, integration, regression, and acceptance testing strategies
- Translated business requirements into technical system configurations
- Coached analysts on configuration, defect management, and testing tools
- Supported production environments including defect resolution and operational monitoring
- Developed and maintained standard operating procedures for enterprise consistency

### **Channel Intelligence / Google (2006 – 2011)**

- Managed product operations for syndicated content and ecommerce solutions
- Improved operational workflows reducing support costs and increasing efficiency
- Developed internal scheduling system saving 1,100+ hours annually
- Contributed to product scaling from \$0 to \$1M revenue within first 6 months

### **Convergys (2002 – 2006)**

- Provided advanced technical support for network and system issues
- Developed automation and reporting tools using Excel and VBA
- Generated operational savings of approximately \$66K-\$72K through process automation

### **Delta Air Lines (2000 – 2001)**

- Supported passenger operations and customer service leadership
- Developed internal tools and emergency response systems for operational readiness