

S. Yousef Hashimi

Data, Analytics & Applied AI Leader



Yousef is a seasoned professional with over 20 years of experience building innovative big data, analytics, intelligent automation, and applied AI solutions for large enterprises.

Yousef has primarily served insurance and banking clients but has also served clients in HR/payroll services, automotive, real estate, public sector, and technology.

Yousef earned his Master in Public Policy from Harvard University and his Bachelor of Science in Aerospace Engineering from Arizona State University.

Highlights

- Passionate about helping large enterprises realize value from data and analytics through practical solutions designed to transform customer experiences and optimize business operations.
- Well regarded as a visionary and empathetic leader, with a reputation for building high-performing, goal-oriented teams that consistently deliver exceptional results.
- A proven track record of implementing cutting edge, first-of-a-kind solutions and a recognized thought leader in big data, document intelligence, virtual assistants/chatbots, intelligent automation, and applied AI.

Professional Experience

- Extensive experience leading transformational cloud-native NextGen data programs from strategy through implementation.
- Led multiple data transformation programs including the establishment and roll out of the Enterprise Data Management office for one of the world's largest global financial services companies.
- A recognized thought leader in the application of AI for customer care and contact center optimization including virtual assistants/chatbots, AI-powered knowledge management, speech/text analytics, and generative AI.
- A pioneer in the field of document intelligence with multiple implementations of solutions to extract data from documents for analytic and operational purposes including new business, risk assessment, client onboarding, actuarial analysis, underwriting and claims management.
- Designed and implemented a groundbreaking applied AI and automation solution to help a major US insurance carrier improve its claims experience while lower claims contact center operations costs.
- Spearheaded the development of a cloud-based analytics capability that leverages advanced AI/ML techniques to overcome numerous historically challenging operational issues within the field of actuarial science.

Expertise

Key Skills

- Business/IT Transformation
- Analytics Value Realization
- Management Consulting
- Strategic Planning
- Program Management
- Organizational Design
- Communication Strategy
- Design Thinking
- Change Management
- Team Building
- Delivery Execution
- Artificial Intelligence
- Cognitive Computing
- Document Intelligence
- Virtual Assistants/Chatbots
- Business Intelligence
- Information Management
- Enterprise Data
- Data Warehousing
- Master Data Management
- Cloud-Native Big Data
- Machine Learning Ops
- Insurance/Banking
- Customer Care/Service