

Mackie Knight

Business Transformation Director

Bradenton, FL · mackie@mackieknight.com

Fourteen years in PEO benefits, workers' compensation and the data underneath them. I sold in this industry, ran a firm in it, then went after the operating models and analytics that decide how it performs. Today I lead transformation programs across product implementation, operating-model design and change adoption, mostly with teams that do not report to me. The habit is making complicated things simple enough to agree on.

PROFESSIONAL EXPERIENCE

ADP

TotalSource PEO · 750,000+ worksite employees across 30,000+ client organizations · promoted to Director in 2024

Director, Business Transformation

Jun 2025 – Present

Program management across four concurrent strategic projects · change management and adoption, operating-model design, go-to-market, KPI and measurement · senior leaders across business units and matrixed product, engineering and finance teams of 5–12+

- Led the move off a legacy leave platform onto a modern leave-management system for 25,000+ clients: 17 pilot workstreams consolidated into 8 delivery lanes, migration staged in three waves.
- Built the evaluation for a multimillion-dollar actuarial partner selection: seven weighted criteria, ten evaluators, three finalists in one session; set the five-vendor RFP requirements behind a next-generation data ecosystem.
- Reframed a claims build into a governed risk platform across carrier, broker, TPA and RMIS, driving the target architecture with engineering: 8 workstreams, 8 gated phases, one client view of claims, safety and OSHA.

Business Intelligence Director

Feb 2024 – Jun 2025

Direct team of 6

- Designed how BI delivered product: intake, release cadence and delivery accountability across the reporting portfolio.
- Authored BI Standards 2.0 with the QA and business-continuity practices behind it.
- Created the team's skill paths and development: two analysts promoted into BI lead roles, a third into data engineering.

Senior Business Intelligence Manager

Nov 2022 – Feb 2024

Built 14 of the first 24 dashboards in Tableau and Alteryx, changing how departments ran weekly work · 68% adoption across 2,700 users

TriNet · Bradenton, FL

PEO · benefits and workers' compensation · four roles, three promotions in six years

Engineering Informatics Manager

Apr 2021 – Nov 2022

Healthcare analytics, clinical and benefits data, QA and reporting teams

- Owned the analytical clinical data warehouse behind medical trend, utilization and plan-mix analysis for actuarial review, and managed the enterprise data-warehouse RFP: \$3M a year in operating costs removed.
- Partnered on close data and completed the analysis and talk points behind close and medical earnings reporting.
- Automated carrier feeds with carrier relations, lifting accuracy: 450 hours a year of reconciliation removed.
- Rebuilt recurring client reporting behind client education and renewal retention: ~600 annual hours eliminated.

Sr. Analyst, Informatics

Oct 2018 – Apr 2021

Healthcare analytics and insight delivery · early team leadership

Risk Analyst, Risk Operations

May 2017 – Oct 2018

Rate adequacy, profitability and loss-trend modelling into actuarial and executive-committee review · managed a TPA transition

Analyst, Workers' Comp Pricing

Nov 2016 – May 2017

Pricing, risk-trend and profitability analysis across the workers' compensation book

iBusinessSolutions · Bradenton, FL

Workers' compensation, payroll and benefits brokerage · 18 associates and 2 managers · P&L ownership

Director of Operations

Apr 2012 – Nov 2016

Joined as a broker, then built and ran the firm to scale · licensed 2-20 general lines agent

- Stood up every function the firm needed to scale: brand, IT and CRM, pricing, service delivery, compliance and financial close.

EDUCATION & CREDENTIALS

Bachelor of Business Administration, Risk Management and Insurance · Eastern Kentucky University · Magna Cum Laude

Certifications: Certified Scrum Product Owner (2025) · Tableau Certified Data Analyst (2024) · Visual Analytics Practitioner (2024)

Tools: PowerPoint · Excel · Visio · Smartsheet · Confluence / Jira · Tableau · Alteryx · Claude · ChatGPT

Independent GenAI build: local-first multi-agent platform, orchestrated agents, approval gates, self-restarting health checks