Marguerite Dresser, M.S.
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MARGUERITE DRESSER

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Experienced, mission- and results-driven, customer-focused, analytical, healthcare leader specializing in transformation and innovation at the intersection of Customer Success, Strategy, Operations, Data and IT. Proven track record establishing direction through data-informed action and managing ambiguous and critical challenges collaboratively. Keen ability to articulate vision, evaluate risks, propose solutions and motivate cross-functional teams. Unique combination of Data, Epidemiology, Product, Business Development and Coaching competencies in healthcare, human services and renewable domains.

DEMONSTRATED STRENGTHS

- Leadership and Cross-functional Collaboration
- Data, Analytics and Insights, Technical Translation, and Information Security
- Product Development and Management
- Strategy, Planning and Decision-Making
- Business Development, Partnerships, Sales and Customer Success

EXPERIENCE

Dresser Insights – Coaching and Consulting (DBA), Dover, MA - Strategic consulting and coaching services **8/2024 - present**

Data Strategy Consultant*, Communities for People* (3/2025 - present)
- Review existing analyses, guide development of PowerBI dashboards and consult on data integrity

Sales/Engagement Specialist*, Maine Community Solar* (9/2025 - present)
- Identify prospects and qualify leads, present community solar benefits, confirm eligibility, estimate savings and enroll customers

VP of Strategy*, Chronicle Medical Software* (9/2024 - present)
- Provide feedback on value proposition, marketing messaging and materials
- Perform competitor and collaborator landscape market analyses
- Collaborate on product development, pricing, and go-to-market strategy
- Advise on data platform architecture and information security compliance

Veritas Data Research, Inc., Claymont, DE - Mortality and healthcare dataset vendor, ~$5M annual revenue **11/2024 – 4/2025**
Product Lead
Applied product development, management, and analytical ability to collaboratively create product portfolio strategy. Spearheaded cross-functional product development life cycle, including research, design, marketing, and launch.

Leadership and Cross-functional Collaboration:
- Led accelerated website redesign, including managing remote team and success with weekly deadlines.

Product Development and Management:
- Partnered with Head of Product on product and marketing roadmaps and operational and technical requirements.
- Played key role in product design and launch planning, use case creation and stakeholder communication.

Strategy, Planning and Decision-Making:
- Contributed to internal and external strategic planning and partnership conversations.
- Performed competitive analyses to support new product go-to-market, as well as to inform existing product growth.

Business Development, Partnerships, Sales and Customer Success:
- Consulted with partners and prospective customers to identify needs for incorporation into product design.
- Developed marketing collateral across product portfolios to support sales and promote customer success.

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WorldCare International, Inc., Boston, MA - Global medical second opinion company, ~$5M annual revenue **6/2022-5/2024**
Senior Vice President & Global Head, Client & Member Success

Participated in Executive Committee, spearheaded transformational ISO 27001 effort, stewarded operations and data and information security (InfoSec), with global end-to-end responsibility for customer success and patient experience.

Leadership and Cross-functional Collaboration:

- Led cross-functional Clinical Operations, Data Analysis, IT, and Account Management teams. Built trust, engagement, independent problem solving and productivity, and continuously improved processes and workflows.
- Resolved escalated technical, customer and patient challenges for Clinical Operations and Account Management teams, promoting patient, customer and colleague satisfaction and cross-functional collaboration.
- Kicked off Clinical Operations Redesign Initiative, resulting in transparent workflow documentation and evaluation of best fit technologies. Drove simplification and updating of standard operating procedures (SOPs).
- Collaborated with Human Resources to recruit, grow and train teams, resulting in positive balance sheet impact.

Data, Analytics and Insights, Technical Translation, and Information Security:

- Spearheaded successful ISO 27001:2013 information security standard accreditation, transforming operations and reducing business risks; functioned as Data Protection Officer (DPO).
- Drove customer taxonomy development and automation of key performance indicators (KPIs); led tech stack cloud migration; integrated IT and InfoSec; facilitated trainings; mentored college interns on data science and analytics.
- Shepherded streamlining of Salesforce CRM and clinical data repository and implemented User Acceptance Testing (UAT), promoted data security and workflow effectiveness, and used AI tools in analytical and productivity use cases.

Product Development and Management:

- Developed innovative new products to present to customers and partnered with Marketing on compelling copy.

Strategy, Planning and Decision-Making:

- Contributed to strategy, operations, IT, financial planning, governance, and business risk assessments. Informed leadership of progress and issues needing immediate attention; achieved buy-in on tactics and resourcing.

Business Development, Partnerships, Sales and Customer Success:

- Played critical role in winning renewal of largest strategic customer during first year by articulating medical second opinion (MSO) process and inspiring confidence in WorldCare IT, InfoSec and data privacy policies and procedures.
- Pitched MSO offering and new product ideas to customers and partners.
- Negotiated two new clinical partner contracts, culminating in growth and diversification of WorldCare Consortium, expansion of mental health services, doubling of clinical guidance specialists, and broadening of product offerings.
- Partnered with Williams College Summer and Winter Study program and taught data science courses.

Connecticut Hospital Association, Wallingford, CT - Advocacy organization, ~$13M annual revenue. **3/2020-6/2022**
Senior Director, ChimeData Operations

Led team to early success in federal COVID-19 daily CT acute care hospital data submission, surpassing expectations. Drove development of real-time analytic and business intelligence and visualizations to align with CHA Strategic Plan.

Leadership and Cross-functional Collaboration:

- Led newly remote Developer and Business Analyst teams to collaborate and support COVID-19 emergency response, enabling movement of supplies to highest need hospitals. First in nation to deliver reliable hospital data to the CDC.
- Continuously reprioritized limited team resources, facilitating critical coverage of unpredictable urgencies from emerging and fluctuating COVID-19 pandemic, as well as CHA governance, leadership, and member imperatives.
- Streamlined operations and merged Business Analyst and Developer teams, resulting in adoption of modern technology, improved communication, increased productivity, on-time deliverables, and improved team reputation.

Data, Analytics and Insights, Technical Translation, and Information Security:

- Expedited development, documentation, and leadership approval of ChimeData infrastructure redesign, allowing for transition from organic processes to unified end-to-end data ingestion, development, and curation model, creating data, analytical and visualization efficiencies, as well as expanded use case capabilities.
- Served as measurement expert and technical translator and project director, resulting in satisfied customers.

Product Development and Management:

- Led development of COVID-19, Utilization, and Community Health Tableau Dashboards, analysis, and interpretation.
- Oversaw expansion of products and applications to include diverse data sources and near real-time insights.

Strategy, Planning and Decision-Making:

- Participated in mid-cycle strategic planning initiative, generating honed ChimeData direction, crystallized operational goals, increased member focus and transparent roadmap linking strategy and planned actions.
- Unearthed all ChimeData initiatives and created a project planning launchpad, culminating in transparency for leadership and a departmental plan, enabling short- and long-term synchronization with CHA strategic goals.

Optum, Eden Prairie, MN - Health services and innovation firm, $112B 2019 revenue **8/2017-3/2020**

Director, Data & Advanced Analytic Tools Consulting, OptumInsight, Life Sciences

Championed adoption of Optum Real-world Data (RWD) assets and Real-world Evidence (RWE) analytical solutions, empowering customers to uncover novel insights and harness intelligence at scale.

Leadership and Cross-functional Collaboration:

- Received Bravo Diamond Innovation Award for leadership and collaboration within first year.
- Led initiatives to create operational and cross-functional process improvements and redesigned the Third-Party Agreement (TPA) process, resulting in 25% reduction in processing time.

Data, Analytics and Insights, Technical Translation, and Information Security:

- Managed customer relationships, as well as data development and delivery, for innovative, impactful, genomic-based natural language processing (NLP)/Machine Learning (ML) project, facilitating creation of new knowledge.
- Served as functional subject matter expert (SME) and presenter for RWD offerings and RWE analytical solutions.
- Facilitated claims, electronic health record (EHR) and integrated all payer data projects and licensed data and applications spanning therapeutic areas and customer enterprise, resulting in high customer satisfaction.

Business Development, Partnerships, Sales and Customer Success:

- Developed relationships across a diverse customer set (i.e., early vs. laggard RWD adopters, internal and external customers) and industries (i.e., pharmaceuticals, life insurance, providers, consulting, and academia).
- Partnered on cross-functional engagements, leading to innovative high-value solutions and customer success.
- Participated in business strategy development and product pricing and drove prompt customer communication.

Boston Health Economics (BHE), Boston, MA - Healthcare platform and customized research solutions **7/2016-7/2017**

Director of Strategic Accounts

Managed all aspects of customer Real-world Evidence (RWE) Software as a Service (SaaS) Health Analytics accounts.

Business Development, Partnerships, Sales and Customer Success:

- Successfully renewed 50% of the customer base within first 6 months and solicited customer product feedback.
- Directed strategic customer and vendor relationships and trained staff, resulting in customer success.

Optum, Eden Prairie, MN **-** Health services and innovation firm, ~$70 B revenue **9/2015-7/2016**

Director of Business Development, Data & Analytics, OptumInsight, Life Sciences

Achieved ~$1M of customer renewals in first three months. Managed key customer relationships and leads, accelerating new therapeutic development and promoting launch success via insights from cutting-edge Optum RWD.

Product Development and Management:

- Worked closely with leadership to enhance product value and timely delivery and provided feedback on product strengths and weaknesses and developmental improvements, improving solutions set.

Strategy, Planning and Decision-Making:

- Partnered cross-functionally to develop and implement EHR and claims data and platform solution sales strategies.

Business Development, Partnerships, Sales and Customer Success:

- Cultivated customer partnerships and renewals from mid-level to C-Suite, functioned as key interface and Subject Matter Expert (SME), provided customer-facing presentations, showing value of adoption of Optum data and tools.
- Maintained ongoing customer dialogue to continuously assess needs and synergies, promoting satisfied customers.
- Identified opportunities to increase bottom line, executed account plans and Master Service Agreements.
- Drove business development, including cross-selling and coordinated Requests for Information (RFI's) and proposals.

Massachusetts Health Quality Partners, Watertown, MA - Healthcare collaborative ($2-5M annual revenue) **4/2007-5/2015**
Vice President of New Business Development; Vice President of Information Systems and Data Analytics
Key contributor to 25% annual growth, high quality, timely deliverables, and decision-making and governance. Led all data-related initiatives, and created strategic and tactical opportunities, content, and communications.

Leadership and Cross-functional Collaboration:

- Developed and led MHQP's enterprise data and information strategy and solutions, managed team of Developers and Analysts, designed and implemented data-related initiatives and oversaw IT platforms.
- Facilitated on-time deliverable completion and leadership support and increased team to 25% of the organization.
- Managed data collection and analytics for quality measures; defined and deployed data security policies.

Data, Analytics and Insights, Technical Translation, and Information Security:

- Led MHQP's Massachusetts Provider Database (MPD) data collection, outreach and analytics, provided expertise to all measurement initiatives. Consulted on data use and translated business requirements into specifications.
- Oversaw technical portion of 5-year, multi-stakeholder, CMS-funded, Massachusetts Children's Health Improvement Program Reauthorization Act (CHIPRA) pediatric quality demonstration, including data and measure development, provider attribution, technical resource management and authoring of 100-page Analytic Report.
- Managed quality measure creation for Massachusetts eHealth Collaborative (MaeHC) three community EHR pilot.
- Contributed to statewide Practice Pattern Variation Analysis (PPVA), including MA APCD troubleshooting, MPD integration, methodology and value proposition and identification of high value outcomes.
- Guided Brookings Institute Diabetes Cost of Care Measure testing and managed multi-site measure creation team.

Product Development and Management:

- Oversaw Center for Health Information and Analysis (CHIA) MA APCD Provider Portal stakeholder engagement, web-based surveying, product development, and testing and presented progress and findings to CHIA.

Business Development, Partnerships, Sales and Customer Success:

- Authored funding proposals resulting in $500K in awards for evaluation contracts.
- Cultivated innovative strategic partnership with Massachusetts (MA) Health Policy Commission (HPC), administratively simplifying provider data submittal for Registered Provider Organization (RPO) program.
- Drafted strategic workgroup charter for Patient Reported Outcomes (PRO) and distilled key learnings.

EDUCATION

(independently financed degrees entirely through employment and scholarships)

Master of Science, Epidemiology- Brown University

- Thesis - "Effects of Maternal Smoking & Nutritional Factors on Intrauterine Growth Retardation & Prematurity in an Inner-City Sample."

Bachelor of Arts, Science in Society Program- Wesleyan University

- Honors Thesis - "The AIDS Problem: Societal & Professional Responses to an Epidemic."

HIGHLIGHTS OF CONTINUING PROFESSIONAL EDUCATION

- iPEC Certified Professional Coach (CPC)
- Insigniam Leadership Training and ongoing Management and Facilitation Training
- Individualized Presentation Skills Training
- Harvard School of Public Health/Goal-QPC, Certificate in Continuous Quality Improvement Awareness
- Stephen Covey Leadership Center, Certificate in "The Seven Habits of Highly Effective People"

VOLUNTEER AND CIVIC LEADERSHIP

- **Food Pantry and Clothing Volunteer,** Natick Service Council, 2024-present
- **Board Member**, Taconic Plateau Foundation, 2023-present
- **Lunch Preparation/Serving Volunteer**, Rosie's Place and Boston Cares, 2010-present
- **Dover PTO Vice-President, President and Advisor** (2005-2008)