

# Richard I. Mason

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## Profile

An experienced business executive known for delivering results in complex and challenging environments. I bring analytical rigour to strategic planning, and a decisive and focused approach to operations. I have a track record of success working with BC public-sector organizations.

I thrive in situations where there is much to learn, an intellectual challenge, and an opportunity to use the full breadth of my business experience.

## Recent experience

### 8-1-1

Program director responsible for the successful launch of the Province's non-emergency health information line, funded and overseen by the BC Ministry of Health. Achievements included:

- Creating a new call-centre, incorporating the former BC NurseLine operation. Everything from office space and staffing to health protocols and information databases were newly developed.
- Working successfully with multiple Ministry of Health departments, suppliers and other ministries.
- Executing the entire project in six months, within budget, in time for a ministerial announcement.

### Health Insurance BC

Led the transition of the Medical Services Plan and PharmaCare administration to a private sector supplier. Achievements included:

- Transferring 200 government employees, over 90% of the total involved in the programs, to the new business with no interruption of service.
- Creating a brand new Victoria-based call-centre for customer service, building out a 45,000 square foot facility, including new desktop and network technology.
- Adhering to the strictest privacy requirements, amid concerns about a US-owned organization managing BC residents' health data.

### Pacific Blue Cross

Responsible for an IT budget of \$10 million and over 100 staff, primarily unionized, who handled all aspects of information technology for the company. Achievements included:

- Turning around staff morale (65% reported increased confidence in technology leadership) and creating an effective technology leadership team.
- Creating a strategic plan for Information Systems, including all aspects of people and project management.
- Taking over and directing a long-running and troubled project to a successful conclusion, and being an integral part of the executive team that turned the company around from a loss of \$5.6 million in 2000 to break-even in 2001 and profitability in 2002.

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## Career chronology

The organizations that I have founded or worked for include:

Organization	Involvement	Roles
BC Utilities Commission	2016 – present	Commissioner
BC Medical Association	2010 – 2016	Member, Council on Health Promotion
STARFISH Channel Builders	2005 – 2012	Founder, CEO and President
Health Insurance BC	2004 – 2005	President, Program Director
Pacific Blue Cross	2001 – 2003	Vice President
Ionysys Technology Corporation	1996 – 2000	Founder, CEO and President
TELUS	1990 – 1994	Business development manager
Andersen Consulting	1984 – 1990	Consulting manager

## Community Involvement

Mentor to entrepreneurs working with the Canadian Youth Business Foundation and the Forum for Women Entrepreneurs. Mentor to students at the University of Cambridge's MPhil. in Management program.

Former member of the BC Medical Association's Council on Health Promotion (COHP). Contributor to the 2014 report on mental health in transition-age youth.

Former board member of the BC Contact Centre Association and the Cambridge University Computer Laboratory Ring.

*Pro bono* consulting work for Scotiabank Dance Centre, Crossroads Hospice Society, the United Way of the Lower Mainland, the Vancouver Chamber Choir, and Big Brothers of Greater Vancouver.

## Education

- 2003 – 2004 **UNIVERSITY OF CAMBRIDGE** (Judge Business School), UK  
Completed MBA degree September 2004. GMAT score of 750, in the top 1%.  
Author of "*What makes them click?*", a study of techniques that motivate IT workers.
- 1999 – 2000 **LEADERSHIP VANCOUVER**, Canada  
Not-for-profit / community leadership program.
- 1989 – 1993 **CERTIFIED GENERAL ACCOUNTANTS ASSOCIATION OF BC**, Canada  
Achieved Level III education in finance and accounting.
- 1981 – 1984 **UNIVERSITY OF CAMBRIDGE**, UK  
BA, Mathematics and Computing Science.