



**PRESTON L. MCGOWAN | CHIEF TRANSFORMATION OFFICER**

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Preston McGowan is an accomplished operations executive with deep expertise in transforming core, legacy operations at some of the world's largest financial services corporations. As the chief transformation officer at Goldberg Segalla, Preston facilitates the optimization of enterprise business processes and accelerates business strategy execution with the advanced application of information technology and analytics.

Before joining the firm, Preston was senior vice president and Project Management Office senior manager at Chubb & Son. In this role, he was responsible for providing strategic leadership to all IT initiatives and leading a project management center of excellence. Prior to accepting this role, Preston led Chubb's Claim Litigation Management Unit which provided centralized management of legal counsel utilization and spend. He joined Chubb in 2003 and also held leadership roles in marketing and corporate strategy.

Preston began his professional career as an INROADS intern and management trainee with the former Continental Insurance. In 1994, Preston joined CIGNA Healthcare of Georgia to build and direct its IT and Workflow Management department that provided systems and operational solutions for the HMO's southeast region. In 1998, he returned to New Jersey to join Prudential Financial as an operational risk management consultant where he led several engagements focused on the company's transformation from a mutual to a public company. In 2001, Preston joined Advisen Ltd., an insurance-focused technology startup, where he served as vice president of operations and directed the firm's project management office.

Preston earned a B.S. in Operations Research and Industrial Engineering from Cornell University, where he was chapter president of Alpha Phi Alpha Fraternity, and went on to earn an M.B.A. from The Wharton School of the University of Pennsylvania, where he was president of the Wharton African American M.B.A. Association. He also holds a Management of Technology diploma from the Georgia Institute of Technology and executive education certificates from Harvard Business School and Wharton/INSEAD.

Throughout his career, Preston has been actively involved in leading organizations that improve educational and career opportunities for diverse talent. He is currently the President of the P.A.C.E. Youth Development Corporation, a New Jersey based nonprofit organization that prepares African-American and Latino high-school students for careers in S.T.E.M.

**OFFICE**

PRINCETON

## **EDUCATION**

The Wharton School of the University of Pennsylvania

- M.B.A., Operations and Information Management, 2001

Cornell University

- B.S., Operations Research and Industrial Engineering, 1991

## **PROFESSIONAL AFFILIATIONS**

Claims and Litigation Management (CLM) Alliance

## **COMMUNITY INVOLVEMENT**

President, P.A.C.E. Youth Development Corporation

## **CERTIFICATIONS AND TRAININGS**

Certified Litigation Management Professional, CLM Alliance

Chartered Insurance Operations Professional, American Management Association

## **PRESENTATIONS**

Panelist, “Law Firm Innovation,” Claims and Litigation Management (CLM) Alliance, Litigation Management Symposium, October 17, 2019

Panelist, “Leveraging Legal Analytics and Spend Data as a Law Firm Self-Governance Tool”, Legal Marketing Association, P3 Conference, June 13, 2019

Panelist, “Leading the Way by Building an Engaging Workplace Culture,” CLM Alliance, Annual Conference, March 15, 2019

Workshop Co-Leader, “Leveling Up: Professional Success Strategy Workshop,” ABA Professional Success Summit, Houston, TX, November 16, 2018

Presenter, “Insurtech, Fintech, Blockchain, Cryptocurrencies: Impact on the Insurance Industry and Coverage Considerations,” Bar Association (ABA) Insurance Coverage Litigation Committee CLE Seminar, Tucson, AZ, March 2, 2018

Presenter, “Building High Performance Claims Teams,” CLM Alliance, Annual Conference, Claims College, Baltimore, MD, September 8, 2017

Presenter, “How to Navigate Change in the Workplace,” CLM Alliance, Annual Conference, Claims College, Baltimore, MD, September 8, 2016