



# CAPTAIN CHESTER | MEET THE INNOVATORS OF ACCENTURE OPERATIONS

## VIDEO TRANSCRIPT

I am Captain Chester. I am the Global Innovation Lead for Claims. It's my job to automate. My current quest is to solve problems for clients in the health care industry.

I'm a newbie dad and an awesome husband. In my free time, I enjoy playing games and reading manga.

Playing games inspires me to create programs that better represent our operational metrics but in a fun and creative way. Games make you think harder and make you better at analyzing problems in life.

Automation and Artificial Intelligence are at my core. These tools help enable faster and more accurate operations, far from the traditional way of doing things. Technology can help replace paper application forms with the digital format.

Optical Character Recognition is a technology that can help solve this. Through automation, our customers enjoy their services in a timely and accurate manner, which is very critical since it impacts their health and their livelihood.

When I was in my second year of high school, I won a bet with my friends on who could reach the highest level in an online game. The bot I created allowed my character to continue playing even when I was asleep. I got immersed in the world of programming because of that

fantasy-based game. Writing my first script was fun and I realized I love doing it. Building my passion for video games allowed me to land my career in Accenture nine years ago. I have unleashed my super innovator power with the help of Accenture and I see great value in my work. And I plan to stay for a combination of reasons, such as leadership that knows how to take care of their people and a lot of opportunities.

"Going the extra mile — if I'm going to do something, I'll give it my 110%."

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