



# Bernard Adjei-Yeboah

*Full Stack Software Engineer | Insurance Technology & AI*

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Insurance Intelligence Demo: [greenstone.bernardadjei.com](https://greenstone.bernardadjei.com)

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Hiring Manager

Greenstone Financial Services

Norwest, NSW

## RE: Full Stack Software Engineer — Insurance Technology & AI

Dear Hiring Manager,

Rather than simply telling you what I can build, I built it. I have created an interactive multi-brand insurance intelligence platform at [greenstone.bernardadjei.com](https://greenstone.bernardadjei.com) that demonstrates exactly how I think about the technical challenges Greenstone faces — managing portfolio analytics across 14 insurance brands, processing claims with AI-powered intelligence, predicting customer churn, and monitoring data pipeline health across three countries. This is how I approach every opportunity: understand the domain deeply, then build something tangible that proves it.

Greenstone's mission to make smart financial solutions simple and accessible resonates with me because it mirrors how I approach engineering — taking complex, multi-system problems and building clean, intuitive platforms that make data actionable. As Australia and New Zealand's largest direct insurance provider, the engineering challenges of managing a multi-brand portfolio across Real Insurance, Australian Seniors, Choosi, Guardian Insurance, and your affinity partnerships with Medibank, Woolworths, and RSPCA are exactly the kind of large-scale, data-intensive problems I am built to solve.

### What I Bring to Greenstone's Engineering Team

In my current role as **Software Engineer & Technology Lead at HEALTHiClinic**, I build production systems that directly parallel the technical challenges at Greenstone:

- **Care Scribe** — AI-powered document processing that reduced manual processing time by **60%** while improving accuracy and compliance, demonstrating the same NLP and automation capabilities applicable to claims intelligence and fraud detection
- **Care Sync AI** — Enterprise integration platform connecting **5+ disparate systems** into a unified data layer with real-time synchronisation, mirroring the multi-brand data consolidation Greenstone requires across its portfolio

- **Real-Time Analytics Dashboards** — Built with React and Recharts to provide leadership with actionable insights into operational performance, revenue trends, and efficiency KPIs — the same visualisation and data patterns needed for insurance portfolio monitoring
- **Shift Compass** — Intelligent optimisation system that reduced scheduling conflicts by **85%** using predictive analytics and constraint satisfaction algorithms

### The Prototype at [greenstone.bernardadjei.com](https://greenstone.bernardadjei.com) Demonstrates:

- **Multi-Brand Portfolio Management** — Performance metrics, revenue trends, and brand-level KPIs across 14 insurance brands operating in AU, NZ, and CA
- **AI Claims Intelligence** — Real-time processing analytics, fraud detection with risk scoring, and predictive forecasting with AI automation rate tracking
- **Customer Intelligence** — Segmentation, churn prediction, cross-sell identification, and multi-channel sentiment analysis
- **Data Pipeline Health** — ETL monitoring, throughput metrics, latency tracking, and system alerts across all brand data pipelines
- **AI Assistant** — Conversational interface for policy comparison, claims inquiries, and knowledge base exploration

This prototype was built with **Next.js 14, TypeScript, Tailwind CSS, and Recharts** — demonstrating my proficiency with modern frontend architecture and data visualisation at scale.

### Why Greenstone

Your values of Customer First, We Care, One Team, and Results Driven align with how I work. I come from regulated, compliance-heavy environments where reliability is not optional, where data accuracy directly impacts outcomes, and where building systems that serve millions of customers demands engineering thoughtfulness and production-grade quality. I understand multi-system integration, real-time data pipelines, and the challenge of making complex data simple and accessible — which is, at its core, what Greenstone does for its customers every day.

I am available for an immediate start and would welcome the opportunity to discuss how my experience in full-stack development, AI-powered automation, and enterprise data platforms can contribute to Greenstone's continued growth across Australia, New Zealand, and Canada.

Please explore [greenstone.bernardadjei.com](https://greenstone.bernardadjei.com) to see my approach to building insurance intelligence systems — it demonstrates exactly how I think about these challenges and what I can deliver from day one.

Thank you for considering my application.

Kind regards,

**Bernard Adjei-Yeboah**

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Interactive Prototype: [greenstone.bernardadjei.com](https://greenstone.bernardadjei.com)