

# PEG HAUSTETTER

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## PROFESSIONAL BACKGROUND

Peg possesses a range of successful business and IT program management experience including product development lifecycle, operations, business process improvement, hardware and software development, web-based solutions, data migration, acquisition and divesting activities and manufacturing. She has developed strategic plans and IT strategies for business growth with measured ROI. Her experience includes leading high-profile global teams with a solid track record of delivering projects across different technologies and business units utilizing full lifecycle software development: traditional waterfall and agile frameworks such as Scrum, SAFe and Kanban.

Peg's advanced skills in forming partnerships, facilitating collaboration and true requirements definition has enabled her to build trust and confidence in all areas in which she has been involved. She builds trusted relationships across enterprise project teams to meet the objectives within the defined scope, budget and target date(s).

## SELECTION OF RELEVANT EXPERIENCE

### Chief of Staff

Peg worked with key stakeholders in the financial services industry to implement a new operating model within the Global Protect Product Pillar. She implemented process improvements across the team with a focus on communications to each product's key stakeholders. She guided the team to operate as a solid, cohesive group with the focus on all aspects of product development lifecycle including commercialization, marketing, toll-gate approvals, engineering partnerships and delivery, operational readiness, issue resolution, capital management, status reporting, KPIs, IT operational readiness, sales readiness and training to drive product revenue.

### Program Manager

Peg served as the Program Manager on a multi-year, multi-million-dollar capital investment in the financial services industry. Her responsibilities included all aspects of delivery from initial kickoff through general product availability. She was responsible for ensuring the merchant fraud product suite followed all product development lifecycle requirements and project management lifecycle and approvals. This effort included architectural review, engineering strategy and solutioning, infrastructure solutioning and build, risk avoidance and mitigation, issue resolution, engineering delivery, all phases of testing, operational definition and readiness, sales readiness, marketing, commercialization, IT operational readiness, defining the ongoing IT support model and managing the capital budget.

### Program Manager

Peg served as Program Manager as part of the M&A team to integrate the employees and customers of an acquired regional credit card processing company in the financial services industry. Her responsibilities included Day One activities by HR and IT to welcome new employees with healthcare benefits, payroll, email and access to company tools. Closing activities included leading the following integration work streams: Product, Operations, IT Engineering, IT Operations & Infrastructure, Security/BCM and Sales Go-to-Market. Focus during this project was on customer integration, certification and conversion and required filling product gaps and upgrades to the new authorization and settlement platforms; installation of new network and hardware; streamlining processes; and training for all work streams. Deliverables included all PMBOK project management documentation plus executive and program status.

### Industry Experience

- Financial Services
- Medical Device & Diagnostics
- Consumer Packaged Goods
- Manufacturing
- Education

### Functional Expertise

- Program Management
- Product Development Lifecycle
- Process Improvement
- Mergers & Acquisitions
- IT Delivery & Services
- Agile Coaching
- Change Management

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## SELECTION OF RELEVANT EXPERIENCE

### Program Manager

Peg served as Program Manager in the financial services industry partnering with the EMV Product team to develop enhancements to the authorization and settlement capabilities in support of new EMV Financial Institution requirements. Enhancements included development of EMVCo, MasterCard and Visa requirements for credit and debit card production, data elements required for EMV chip interaction with a payment systems for authorization and settlement of transactions, reporting enhancements, integration to (26) US regional debit networks, and chargeback/disputes updates to support EMV. Additionally, she participated in an EMVCo team that authored and published a white paper, "EMV Instant Issuance Best Practices for Financial Institutions". The program deliverables produced included all PMBOK project management documentation, Agile epics, features, user stories, and test cases.

### Project Manager/Business Analyst

Peg served a dual role of Project Manager and Business Analyst in the development and implementation of a new contract administration/management software system, "Integrated Contract Solutions", replacing a legacy mainframe system for a medical device company. Her responsibilities included scope definition and data mapping to the 32 downstream legacy applications that received the data from the original contract management system. Determination to retire 15 legacy applications. She coordinated all Business Unit IT activities, identified and mitigated risk to the downstream legacy applications, ensured the future state design kept the legacy applications whole, coordinated the efforts of the deliverable reviews and testing activities, planned and managed all system cutover activities for production implementation, and supported the business unit during 8 weeks of warranty identifying issues, root cause and resolution. The deliverables included: Logical and Physical Dataflow Diagrams for all systems involved, documentation to support Quality activities, Defect Management, Change Request Management, Test Script Reviews/Approvals, Status Reports.

### Program Manager

Peg led the IT initiative to divest a medical device business unit: products, employees. She managed the infrastructure access and support for employees during the divesting period plus the legacy data migration initiative teams for the divesting medical device company and the acquiring start-up. Legacy data systems included: Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Quality Management Systems (QMS), Document Management Systems (DMS), Product Lifecycle Management (PLM), Customer Master, Sales and Invoicing, Service and Repair, marketing materials, and misc. others. Legacy data was in both electronic and paper formats. Peg authored the Data Transfer Protocol, which outlined the transfer process for each data type, the validation/verification plan to assure satisfactory transfer and receipt, and the Completion Report stating exactly the process followed for each data type transferred. Each data stream was managed as an individual workstream due to unique data types, formats, requirements, business criticality & timing followed by validation to be performed. All phases of traditional project management were followed for each workstream with corresponding project deliverables: project schedules, requirements specifications, communication plans, issues/risk management logs, completion reports, and status reporting to Governance Team. The measure of the projects' success was to obtain ISO 9001 Quality Management Certification by the TUV SUD Body. This certification was awarded during the acquiring company's first TUV Audit

### Technology Expertise

- Microsoft Office 365
- Rally
- Clarity
- Sharepoint
- Visio
- Trello, Miro

### Methodologies

- Agile Software Development
- SAFe
- Scrum
- Waterfall (PMP)

### Deliverables

- Executive Steering Presentations
- Budget Mgmt & Forecasts
- Functional Designs
- Project Mgmt Deliverables
- Status Reports