

STEPHANIE TINSLEY

stinsley@sei.com | sei.com

PROFESSIONAL BACKGROUND

Stephanie has 12 years of experience in project management, data analytics and agile project delivery in a variety of industry domains. She is a results-driven professional with a passion for taking on and resolving complex problems. She has successfully led cross-functional teams for innovative research and business sponsored projects. Stephanie has led strategic initiatives with executive teams that has transformed both products and services. She has guided companies through all phases of the project life cycle across a diverse group of clients and verticals. Through her straightforward, collaborative style and hard work, she can build effective relationships across project teams. She excels in fast paced environments where she can act quickly to drive results and present creative solutions.

SELECTION OF RELEVANT EXPERIENCE

Project Manager, Remote Clinical Trial Implementation

Stephanie is working at a pharmaceutical company with multiple cross-functional teams as well as several vendors within the RFP process in order to refine and implement a strategy around performing remote clinical trials. She facilitates and leads meetings, creates communication for C-level executives, and assists in formulating the strategy for the initiative. This is a critical initiative to the broader strategic plan for the company with high visibility.

Project Manager/Market Analyst, Pharmaceutical Research

Stephanie worked cross-functionally with various C-Suite executives to gather information regarding potential U.S. policy impacts to a pharmaceutical company. She created several policy-based impact scenarios, interviewed stakeholders, synthesized the information and created an impactful presentation for the CFO. This work assisted the CFO in understanding how potential policy decisions could impact the company and created a roadmap to follow for future proposed pharmaceutical policy initiatives.

Program Manager, Healthcare R&D Research

Stephanie worked with various stakeholders to perform R&D research into a new healthcare vertical which unlocked growth into a new sales and revenue stream within medical device manufacturing. Utilizing an agile approach, she managed research efforts, regularly communicated with C-Suite executives, and uncovered insights into potential new verticals for her client, which provided an iterative delivery ranging from technological in nature to transforming customer experience. This allowed stakeholders to confidently approach a new healthcare vertical and make a strong business case to leadership as to a course of action to provide solutions.

Industry Experience

- Healthcare
- Manufacturing
- Financial Services
- Government
- Telecommunications
- Logistics/Operations
- Health Insurance
- Educational Services

Functional Expertise

- Program/Project Management
- Data Analytics
- Process Improvement
- Product Development



STEPHANIE TINSLEY

stinsley@sei.com | sei.com

SELECTION OF RELEVANT EXPERIENCE

Project Manager, Implementation of Software

Stephanie successfully managed the implementation of a software tool across various stakeholders. She was responsible for the planning and execution of all integration activities, including all deliverables, tasks, dependencies, risks, and issues with functional team leads and subject matter experts. She developed and managed detailed schedules, risk mitigation plans, issue resolution plans, and stakeholder reports and scorecards for each functional team. She aggregated key performance and status information from each team into a single program view.

Project Manager, Financial Services

Stephanie served as a Project Manager and led cross-functional teams on several high-profile, high-risk accounts. She launched and managed multiple accounts that made up \$2 million in revenue each consistently year-over-year. She coordinated the development and execution of both ongoing and ad-hoc projects from beginning to end, created and trained others on best practice standards, and drove accountability to deliver on-time and within budget. She handled complex issues and project responsibilities while maintaining a constant focus on process improvement. Stephanie led omni-channel efforts to improve customer service capabilities for online/phone/chat channels for a Fortune 500 company that led to a 20% improvement to their overall customer experience.

Research Analyst, Customer Experience

Stephanie led a team of analysts on the largest accounts across various industries to analyze CX quantitative data, qualitative data, operational data and other data streams in order to identify opportunities that helped clients increase business operation efficiencies, customer experience, and profitability, while decreasing risks discovered through insights. She conducted root cause analysis, gap analysis, factorial analysis, and segmentation methods to identify improvement opportunities. She has strategically assessed competitive technology platforms which retained a multi-million-dollar account. She worked on over 20 projects and shared best practices regarding refinement and enhancement of the overall process. Several omni-channel projects were led by Stephanie in order to align on a framework for the customer experience across multiple types of platforms, which resulted in obtaining additional project revenue and advanced KPIs.

Technology Expertise

- Microsoft Office 365
- SPSS
- Visio & Mural
- Qualtrics
- Snap Survey
- Survey Monkey

Methodologies

- Quantitative Research
- Qualitative Research
- Jobs-To-Be-Done
- BioDesign
- Design Thinking
- Agile Implementation

Deliverables

- Project Plans & Schedules
- Research Analysis Presentations
- Executive Presentations
- Process/Journey Maps
- Root Cause Analysis
- Workshop Facilitation

