

DAVID KLEPAK

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PROFESSIONAL BACKGROUND

David is a proven professional with diverse consulting and industry experience in the areas of Executive Support, Enterprise Architecture, Program Management, Operational Management & Readiness, Process Improvement, and Business Analysis. His extensive background in all phases of business and technology projects allows him to effectively interact with all members of the team and all levels of the organization to achieve remarkable bottom-line results. He has a reputation of establishing tight-knit, trustworthy relationships based upon integrity, experience and outstanding interpersonal skills.

SELECTION OF RELEVANT EXPERIENCE

Program Manager, Enterprise Infrastructure, Medical Device Mfg.

David served as program manager to a senior IT executive providing guidance on portfolio & pipeline strategy and operational governance. He defined and executed a roadmap of enterprise infrastructure efforts ensuring project delivery commitments met business plan expectations. He frequently developed and presented C-level updates and analysis. David defined and activated a change management effort to reinvigorate the IT workforce to achieve aggressive stretch targets.

Operational Excellence Consultant, P&C Insurance Company

David Partnered with Customer Service, Underwriting, and Finance leadership to implement various people and process operational excellence initiatives. Through process re-engineering and standardization, combined with automated workflow and robotic process automation, successfully decreased customer wait times, improved underwriting results, and decreased payables backlog while decreasing overhead by \$2.5M over 3 years. Served as corporate Lean/Six Sigma Coach and Master Black Belt responsible for establishing a training and education program including practicum for assigned students.

Enterprise Architect, International Pharmaceutical Company

David was responsible for oversight of all information technology architecture on a \$100MM+ capital business process and infrastructure overhaul. He was responsible for forecasting and monitoring multi-million dollar annual OPEX budgets. He assumed increasing responsibilities including Chief of Staff duties from the executive program leaders, allowing them to separate from operational components. In this role, David mentored director level employees and served as a liaison with vendor partners.

Industry Expertise

- Automotive
- Pharmaceutical
- Life Sciences
- Insurance
- Aerospace
- Food Processing

Functional Experience

- Project & Program Management
- Supply Chain Management
- Operational Efficiency
- Shared Services
- IT Strategy & Enterprise Architecture



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SELECTION OF RELEVANT EXPERIENCE

Program Management, Business Transformation

David served as the Program Manager guiding and overseeing all functional workstreams in a business transformation program that resulted in a new, \$20MM+ annual revenue stream and provided flexibility to adapt to changing market. David led all key program phases of a national contracting agreement with a leading optical manufacturer, effecting nearly 25,000 customers and 37M+ patients nationally. He served as the strategic consultant in defining the new model, product innovation, vendor contract negotiation, market readiness and marketing strategies. David developed and presented executive-level recommendations and had personal, daily executive interaction. The management of this program is now viewed by the client as the best practices model for successful transformational programs.

Program Management, Portfolio Management

David led the client's Program Management Office in defining the strategic plan to rollout management tools to support the maturation of portfolio management within the institution's Information Technology. The client had struggled through multiple iterations before David assumed the manager role and drove it to completion. He guided a large stakeholder team to ignore political history and differences to focus upon implementation. David obtained requirements and support from key stakeholders, recommended courses of action to management, and helped develop charters and strategy materials for sponsor approval and funding.

Project Manager, New Business Model

David provided project management leadership to a financial services client's first off-shoring effort. Initiated as a "lessons learned" effort, this project exposed the benefits, barriers, costs, opportunities, and processes relevant to off-shoring operational business processes. This pilot effort yielded a projected \$600k annual savings to the firm for the pilot processes alone and it justified business cases for future migrations based upon anticipated cost reductions as well as additional operational capacity and contingency. David coordinated all aspects of the initiative, including inter- and intra-organization communication, requirements definition, technology selection, metrics definition and delivery, and sustainable process definition and transition.

