

JASON HANNA

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PROFESSIONAL BACKGROUND

Mr. Hanna brings 19+ years of business experience managing large-scale continuous improvement projects, with a focus on identifying and solving root cause business problems. His background includes significant experience influencing strategic change within the insurance industry as an expert in creating business standards, setting key performance indicators and establishing change management procedures. Mr. Hanna has successfully led multiple organizations through project lifecycles and transformations including defining business requirements, creating business plans, structuring resource allocation, accurately defining/solving problems and ensuring project completion through implementation. He specializes in establishing relationships that build transparency, generate trust and create a culture that embraces change and celebrates success. Additionally, Mr. Hanna's background includes leading regional and international cross-functional projects and leading successful projects within a virtual environment.

SELECTION OF RELEVANT EXPERIENCE

IT Merger Program Manager, Multi-Functional Business Lines

Mr. Hanna led an IT Merger Program to consolidate two IT infrastructure environments impacting multiple business lines, thousands of employees and customers across a 28-site footprint. He was tasked with identifying and documenting environments across the two IT operations and recommend a go forward path that aligned with the ideal future state and support the line of business timeline for go live cutovers. He reported out to all key stakeholders in terms of timelines, risks, issues, dependencies and ensured all IT related projects worked together to deliver on time and within budget.

Along with managing the IT Program, Mr. Hanna also managed multiple merger projects. These projects aligned the network infrastructure with the acquiring operations network infrastructure, which was a requirement to ensure the merger proceeded on time. He also aligned the newly acquired Support Operation and built a plan to provide support for all line of business cutovers to ensure impacted associates with a path for support. Finally, Mr. Hanna recommended a strategy to shutdown down the newly acquired operations data center by powering down or merging all servers to the acquiring domain. This requires support from all technical subject matter experts along with impacted vendors, associates and a well planned and detailed project schedule to ensure success.

Fintech Program Manager, Product Group

Mr. Hanna directly supported a customer facing portal product line within the Financial Services sector. He assisted in the Product market strategy and roadmap design; he provided value by leading large cross functional initiatives that supported Product delivery in an Agile environment.

Industry Expertise

- IT Services
- Consumer Products
- Financial Services
- Insurance

Functional Experience

- Program/Project Management
- Change Management
- Product Strategy
- Communication Planning
- Agile Methodology
- Process Mapping
- Value Stream Mapping
- Operations
- Commercial Markets
- Finance- Card Processing



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OPS Consultant, Accounting Organization

Mr. Hanna led a team of Accounting Professionals to streamline their Commission Payment Operations by documenting their current practices and highlighting their greatest areas of opportunity. He successfully coordinated a siloed group of business experts to discuss their own process struggles and ensure identified solutions all align towards a common goal that benefits all stakeholders, including the businesses customers. He successfully planned and coordinated a project plan that ensured key experts understood their responsibility and leaders had a clear understanding of the project goals. He effectively utilized data and key findings during the Measurement Phase of the project that supported his short- and long-term solution proposals to leadership. He provided periodic project updates to the Accounting and Sales Executive Teams and assisted with the ongoing effort to find a long-term system solution that continues to provide cost savings to the organization.

He assisted in the building and maintaining of a culture that supported weekly and monthly communication to senior leaders, he considered security regulations / guidelines and ensured proper support to our end users.

Mr. Hanna led the rollout of new a Product offering to our small and medium sized customers with a new tailored portal built from direct customer feedback to personalize an experience that fit their needs. Mr. Hanna worked with our Product team to build out the requirements along with IT, QA, Marketing, Security and our Support teams to gain alignment prior to go live. He scheduled monthly reporting guidelines, utilized his change management background to create alignment across all business functions and personally reported out on all risks, issues and dependencies to allow for a smooth product delivery.

He also led an initiative to upgrade an outdated authentication software to a new robust platform to comply with PCI security standards, allow for additional revenue generating product offerings and provide single sign on capabilities to improve the customer experience. This program impacted 160K+ customers with over 600 different levels of entitlements. Over 16 different services/systems were impacted and had to be mobilized in order to carry out this change. Mr. Hanna worked with Support, Marketing, IT, Legal, QA and Business OPS in order to successfully complete this platform change. He built a project plan and met with teams weekly to ensure all tasks/key milestones were on track and reported out on any issues/risks that could impact our timeline.

IT Project Manager, Multi-Functional Business Lines

Mr. Hanna was responsible for managing multiple business lines and IT based projects. In particular he oversaw a procurement-based software project that required implementation across multiple retail locations. He partnered across various projects and multiple systems to ensure all dependencies, security protocols and IT requirements were adequately vetted and considered.

He worked with senior leaders to ensure the project met the businesses overall strategic objectives and aligned with our overall stated goals. He worked with a cross functional team including, integration developers, data developers, QA Analysts along with our business partners to ensure progress was maintained and tracked.



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Mr. Hanna maintained budgetary control and ensured all resources were appropriately allocated for the work. He created and presented project updates to appropriate senior staff within IT and the appropriate line of business. He setup and created agendas for all project meetings, appropriately documented all discussions, worked through all identified problems and provided assistance in finding necessary solutions. Responsible for capturing high level IT requirements and presenting any identified changes regarding project scope, requirements or assumptions to executive board for approval. Specific technologies include Coupa procurement software, Workday finance system and VAST point of sale software. Mr. Hanna typically handled 8-12 projects at a time which required exceptional time management skills and constant communication to ensure projects moved as smoothly as possible. These projects ranged from yearly software update projects to large scale supply chain implementations.

Business Process Consultant, Process Design for International Commercial Insurer

Mr. Hanna was responsible for recommending and implementing an approach for designing business process standards and develop business aligned metrics to eliminate variability and reduce process cycle time. He successfully coordinated a Commercial Lines group of business experts and stakeholders to examine rates of variability within the underwriting process by reviewing current state through the use of a Value Stream Map, determine baseline data measurements and develop solutions to increase customer relations. He also recommended to leadership how to effectively redesign the new submission triage process to reduce touch points, increase customer transparency, effectively utilize department talent and increase customer satisfaction. Finally, Mr. Hanna created the organizations first Change Management procedures. These processes allowed the organization to continually identify and solve problems seamlessly and communicate these changes effectively and consistently to the entire department.

LEAN OPS Consultant, Commercial Premium Audit Dept

Mr. Hanna led a Commercial Field Audit team to determine the root causes and solutions of their delayed file handling time in order to meet customer expectations and reduce departmental expenses. He utilized the Root Cause Problem Solving Process and created an A3 to visibly display the group's efforts to their leadership team. Overall, his leadership reduced cycle time by 16 days through the first 3 months of the pilot period. This was in part due to an increase in completing audits remotely which dramatically reduced expenses for the pilot team, increased the speed and accuracy of audits and increased customer satisfaction.

Continuous Improvement Coach, Quality Improvement Team

Mr. Hanna coached management and frontline staff on identifying and solving problems aligned with key strategic objectives related to customer service and employee engagement. He led a project to increased call service center employee satisfaction by implementing a work from home initiative. This project enabled departmental heads to flex their staff in times of varied volume, which led to greater customer service and an increase in employee engagement. Mr. Hanna created business best practices within the Quality Improvement team. These initiatives provided a more consistent and reliable customer experience while allowing staff to better identify problems within their own processes.



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Business Strategy Consultant, Surety Field OPS Team

Mr. Hanna led a new Surety Field Operations business team with aligned key business objectives and recommended a procedure to reduce bond approval cycle time and increase premium dollars. He initially developed a project plan to design and facilitate an approach to properly align bond risk level with resources, which assisted in the increase of new accounts by 38%. By utilizing a continuous improvement methodology, the project yielded a reduction of process cycle time from 72 hours to 2.5 hours and increased the group's premium dollars by 42%. Mr. Hanna also designed and facilitated Management of Change training to senior managers and created a virtual workshop to diagnose business challenges to assist the organization in determining the most effective resolution. Finally, Mr. Hanna created standards for conducting virtual training sessions with an emphasis on employee engagement and participation in order to reduce travel related expenses and minimize staff down time.

Business Readiness Lead, Commercial Consultant Team

Mr. Hanna developed key operational metrics within the Commercial Insurance Consultant Team by partnering with key stakeholders to determine customer needs and tool functionality. The creation of the organizations first ROI tool which built transparency for the entire organization, minimized waste and created value by aligning with key operational metrics. Mr. Hanna also facilitated Strategic Gap Problem Solve training seminars for Commercial Business Insurance teams and provided Lean support in the development of methods to promote continuous improvement, increase model consistency and to engage employees to enhance the service provided to their customers.

Business Process Coach, Management Systems Transformation

Mr. Hanna assisted in the implementation of a new management system across a Property Claims organization consisting of over 10 offices and 1,500 people. He led and identified current system issues within the continuous improvement process and co-created a project plan for its redesign by utilizing lessons learned from partnering organizations. He coached management to create a flexible staff structure during high volume events that aligned claim volume with proper staffing, which balanced employee workload and improved customer relations. Mr. Hanna designed and facilitated continuous improvement training to frontline and senior management staff that provided a means for identifying business problems and a method for resolution.

Business Process Coach, Management Systems Transformation

Mr. Hanna assisted in the implementation of a new management system across a Property Claims organization consisting of over 10 offices and 1,500 people. He led and identified current system issues within the continuous improvement process and co-created a project plan for its redesign by utilizing lessons learned from partnering organizations. He coached management to create a flexible staff structure during high volume events that aligned claim volume with proper staffing, which balanced employee workload and improved customer relations. Mr. Hanna designed and facilitated continuous improvement training to frontline and senior management staff that provided a means for identifying business problems and a method for resolution.



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