

KRISTA STARVAGGI

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PROFESSIONAL BACKGROUND

Ms. Starvaggi has over 12 years of experience in program management and operational leadership. She is a proven leader in process design, implementation and improvement with a solution-oriented approach to complex technical and business needs. Ms. Starvaggi has effectively planned and managed several large-scale multifaceted projects while consistently meeting project milestones by accurately managing project scope, budget, risk, and communication efforts. She is effective at communicating among multi-disciplinary teams and is comfortable engaging at all levels of the organization to ensure alignment on project objectives. Ms. Starvaggi's collaborative work style enables her to proactively complement stakeholders to empower project success, ensuring the team stays engaged, aligned, and informed through the lifecycle of the project.

SELECTION OF RELEVANT EXPERIENCE

Workstream Lead, Distribution Center Implementation | Global Luxury Retailer

Ms. Starvaggi served as the workstream lead for Phase 3 of a multi-year, supply chain transformation program that involved modernizing systems, opening a new distribution center, and improving supply chain processes and documentation. As the People Services workstream lead, she led a cross-functional team including Operations, HR, Change Enablement and Supply Chain leaders through planning and execution of opening the new distribution center where ~250 associates were trained in preparation of go-live. Beyond her People Services role, Ms. Starvaggi worked within the complex matrix of client and vendors for successful delivery of residual Phase 2 project management as well as establishing lessons learned to apply to Phase 3, including enhanced documentation and hands-on training leading up to go-live.

Chief of Staff, Partner Products | Global Financial Technology Organization

Ms. Starvaggi was Chief of Staff for the Sr. Director of Product Development for cross-sale products to a newly developed line of business, providing guidance on product and operational excellence. In this role she organized all development intake data, ensured the team was trained and prioritizing the proper efforts across over 25 development trains, and unblocking barriers to development. Beyond development, Ms. Starvaggi supported executive communication, value proposition visualization, and capital planning for the product line as well as established regular cadence for cross-functional communications to support multiple sales teams in their sales process.

Program Manager, Partner Implementation | Global Financial Technology Organization

As the program lead for a large implementation, valued at over \$500M, Ms. Starvaggi led a cross-functional team of client and partner resources through a US market launch for a recently acquired technology. As the program lead, she was the face of her client to their partner and vendors across the implementation initiatives, as well as the internal lead for all decisions and communications from the working team to the executive team. To ensure success across the partnership, workstreams were structured to deliver value in specific areas of the end-to-end solution. Program structure was applied to fuse the proper teams across the client, partner and vendors, establishing a defined scope, working cadence and strong relationship between teams to execute effectively. The partnership implementation required a deep understanding of internal systems, technologies, operational processes, and integration flow to ensure success. In addition to delivering capabilities and markets that did not exist prior and realizing actualized revenue in year one, Ms. Starvaggi and team managed the entire solution, implementation, launch and servicing. Based on the success of the partnership, Ms. Starvaggi and the program team have been utilized to address barriers and challenges in other areas of the line of business and lead additional implementation solutioning.

Industry Expertise

- FinTech
- Healthcare
- Food Production & Distribution
- Manufacturing
- Logistics
- Medical Research
- Retail Supply chain

Functional Experience

- Program Management
- Product Management
- Strategy Development
- Business Analysis
- Implementation / Integration
- Change Management
- Process Optimization

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SELECTION OF RELEVANT EXPERIENCE

Product Manager, Partner Platform Innovation | Global Financial Technology Organization

In this role, Ms. Starvaggi successfully led a project to pilot for the client's integrated payment solution, competing against industry start-ups that were disrupting the market. In order to successfully launch this project, Mr. Starvaggi led a cross functional team consisting of IT, Training, Operations, Marketing, and Sales. Ms. Starvaggi was responsible for educating executive level stakeholders on the value of the innovative platform to the business and gain alignment for the project to be funded and prioritized appropriately. The engagement of the executive team and early success of the program resulted in the client re-evaluating and pursuing an acquisition option to accelerate time to market.

Business Manager | New Division for a Leading Healthcare Organization

Ms. Starvaggi served as business manager for a leading-edge cancer treatment center, the first of its kind within 150 miles. She led strategic planning, business operations, and process improvement efforts for the center with a \$30 million annual operating budget. Ms. Starvaggi was accountable for daily operations of the 70+ employee center and oversaw dozens of projects to maximize patient flow and improve utilization of resources. A major part of this role included data management initiatives and identification of KPI's to evaluate the success of the center, providing monthly updates to institution leadership on business operations. After growth in volume month after month during the first year of operation, Ms. Starvaggi performed a difficult in-depth process and cost of care analysis that led to six significant process improvement projects including an improvement in patient satisfaction by 27% to the 90th percentile and reduction in denial management from 30 to 8 percent on all claims filed, well below the institutional target.

Project Manager | Start-up facility for a Leading Healthcare Organization

Ms. Starvaggi led a multi-disciplinary team of technical experts to design and operationalize a \$120 million outpatient center for a leading healthcare organization. A complex organizational structure between several partners resulted in cultural incongruity and competing institution leadership, threatening the project's timeline and budget. Ms. Starvaggi guided the project sponsor through relationship management and created a detailed project plan to identify key deliverables and drive accountability among the partners. She led weekly operational planning meetings with 25 stakeholders across multiple divisions and managed the technology-planning committee for the center's go-live. Ms. Starvaggi built relationships with key stakeholders and the project sponsor ensuring that project milestones were met and the facility opened within budget.

Technology Expertise

- Salesforce
- JIRA
- SmartSheet
- Rally
- Clarity

Methodologies

- Project Management
- Agile | SAFe
- Business Analysis
- Reporting Analysis
- Process Improvement
- Software Development Lifecycle

Deliverables

- Program Strategy & Artifacts
- Business Case Development
- Product Roadmap
- Process Mapping
- Operating Model Assessment
- Implementation workflows
- Project Management Artifacts