JIM HARTMAN

jhartman@sei.com | sei.com

PROFESSIONAL BACKGROUND

Mr. Hartman has over 17 years of experience leading projects from creation through successful implementation and delivery. He has worked for a variety of industries and leveraged different technologies to deliver actionable results to his clients. He thrives in fast paced environments and is known to take on additional responsibilities to ensure his client's satisfaction and that the objectives of his projects are achieved. Mr. Hartman prides himself on building relationships, leveraging collaborative ideas, and providing innovative solutions to the challenges at hand. His wide range of experience in roles from Business Analyst, Product Manager, Project Manager, and Chief of Staff allow him to view problems from a unique perspective and pull from his experiences. His solution-oriented thought process and outgoing personality work effectively with clients to ensure roadblocks are minimized and the client's projects are executed accurately.

SELECTION OF RELEVANT EXPERIENCE

Chief of Staff, R&D

Mr. Hartman served as a Chief of Staff to senior R&D executive providing guidance on operational excellence. He frequently developed and presented C-level updates and analysis. Jim was actively engaged in change management as the organization set forth an initiative to improve the culture to drive efficiencies. With Jim's experience, he was able to be a utility resource across the organization to deliver on critical items necessary for the organization to succeed.

Lead, Process Improvement and Governance

Jim was brought into the department to help drive a process improvement initiative for the Front End R&D design team. He was tasked with not only improving the process but developing the tools and governance to adhere to the designed process. He was responsible for coaching the team and continually managing the change for the department.

Agile Coach / Scrum Master

SEI's client wanted to implement a new project management methodology across their robotic R&D department to reduce their time to market. The client looked to SEI and Mr. Hartman to help transform their engineers to Agile and Scrum. This would consist of 15+ teams and over 250 individuals. Responsibilities included training material development, facilitating training, systems configuration, coaching Scrum Masters and Individuals along with filling in as Scrum Master for teams. SEI and Mr. Hartman were successful in facilitating this change even taking on additional changes to the rollout given the COVID-19 pandemic. The organization has adopted a version of Scaled Agile to continue to realize the benefits of Agile.

Industry Experience

- Medical Device Manufacturing
- Logistics
- Financial Technology
- Human Capital Management
- Sales
- Payroll

Functional Expertise

- **Project Management**
- **Business Analysis**
- **Process Optimization**
- **New System Implementation**
- **Vendor Management**
- **Software Development**
- **Business Process Design**
- **Event Management**
- **Remote Access &Security**

SELECTION OF RELEVANT EXPERIENCE

Business Process Consultant

Mr. Hartman was brought into a local FinTech firm that was undergoing a revamp of their Product Suite. He was tasked with not only defining the process and optimizing it for implementation of their products but also worked with key stakeholders from all levels of the organization to define the product. He created a roadmap and put together a future state assessment with the actionable items that should be accomplished to further develop their Product Organization. A playbook was developed for the organization to leverage when implementing new clients to improve their performance. The Product organization was also responsible for the rollout with Dynamics365 to various departments. Mr. Hartman took a lead role in defining the requirements, configuring and deploying the changes to onboard the Implementation department. He also advised and consulted the organization on the proper CRM implementation across the organization for the Sales department to ensure a successful rollout and recognize value requested by the business.

Project Manager

Mr. Hartman's client was replacing a legacy system with SalesForce.com for their Implementation department. SalesForce.com would become the system of record for client interactions between the Implementation Department and their clients. He led the successful deployment of SalesForce.com to this user base of over 200 associates. This was a critical implementation as this group was responsible for the onboarding of new customers for the client. This project was the 2nd phase in the deployment of SalesForce.com throughout the client.   Mr. Hartman worked collaboratively with multiple departments to ensure associates were onboard with changes to work processes and appropriately trained. Ultimately, the project achieved its objectives and return on investment was realized.

Sales Tools Product Manager

In this role, Mr. Hartman successfully led a project to launch the client's first mobile application for their customers, which was also new to the transportation industry at large. In order to successfully launch this project, Mr. Hartman led a cross functional team consisting of IT, Training, Marketing, and Sales. Mr. Hartman was responsible for educating executive level stakeholders the on value of a mobile application to the business and gain alignment for the project to be funded appropriately. As a result of good communication with key stakeholders and managing expectations, the project resulted in a successful deployment of the mobile application for their customers and to both the Google Play and App Store which was a first in the industry.

Technology Expertise

- Microsoft Office 365
- SalesForce.com
- JIRA
- Smartsheet
- Cvent
- Confluence
- MS Teams

Certifications

- Professional Scrum Master (PSM1)
- Certified SAFe 5 Agilist
- Certified SAFe 5 Product Owner/Product Manager
- Scrum Fundamentals Certified
- SalesForce.com Certified Administrator

Deliverables

- Product Roadmaps
- Business Requirements
- User Acceptance Criteria
- Solution Designs
- Project Plans
- Implementation Plans
- Workflow Diagrams