

# CARA KEMEN

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## PROFESSIONAL BACKGROUND

Cara has over nineteen years of consulting experience working with multiple Fortune 500 companies to improve their business processes and streamline operations. Her extensive experience and diverse background allow her to excel in fast-paced environments and lead by example, working collaboratively with her team members. Ms. Kemen is a seasoned professional who effectively works and communicates with all levels of management and with teams around the world. She has experience in a wide range of areas, including program management, procurement, vendor management, business process design and analysis, and testing. Ms. Kemen is a results-driven project management professional; whose hard work and dedication ensures her client's project will be delivered successfully.

## SELECTION OF RELEVANT EXPERIENCE

### PROGRAM MANAGER/SCRUM MASTER

Cara managed a Food Safety Compliance project during the company's SAFe transformation. She started out as a project manager and the team's Scrum Master role and eventually became the program manager for the Enterprise Supplier Department. This project was multi-year \$10M effort, consisting of a system integrator, developing a custom tool using cutting edge technology (Neo4j Graph Database) and on- and off-shore teams, while impacting over 64,000 vendors and thousands of associates. The project objective was to ensure her client was compliant with the FDA's Foreign Supplier Verification Program related to imported food and food contact items. The client had to build a relationship between a Vendor, Production Facilities, and items and create the ability to prevent the procurement of non-complaint items.

In addition, Ms. Kemen served as the project manager and Scrum Master for a Safety Compliance project. When Cara inherited this project, it was significantly overbudget and behind schedule. She was able to facilitate the alignment of the client team with the System Integrator and develop a realistic project plan to deliver the scope of the project while staying within budget. She managed intense conversations with business stakeholders on the project status and built their trust by giving them the appropriate visibility to work that was in progress. With the executive steering committee's buy-in and confidence in the new project plan, the team was able to deliver the scope.

### Project Manager

As the project manager, Cara was responsible for ensuring the team met an extremely aggressive timeline. She managed six vendor teams in addition to her client team, which was made up of full-time resources and consultants. She created and maintained an overall project plan and provided and led weekly status meetings to internal and external executive leadership in addition to creating semi-monthly stakeholder steering committee status decks. Furthermore, Cara acted as the project spokesperson to the client brand representatives to ensure they had a clear picture of the final solution being delivered and understood the impact to their associates and customers. She interfaced with technical teams to ensure requirements were well understood and achievable and supported the complex testing certifications process her QA team had to complete in order to receive approval to move the new functionality into production. After the initial phase of the project went live, Cara worked with the business to prioritize all relevant production incidents that were reported to the support team to ensure they were resolved in a timely manner while continuing to manage the second phase of the project.

### Industry Experience

- Grocery
- IT Services
- Retail
- Financial Services
- Manufacturing
- Insurance

### Functional Expertise

- Program/Project Management
- Process Improvement
- Compliance
- Supplier Management
- Supplier Enablement
- Point of Sale
- Data Analysis



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## SELECTION OF RELEVANT EXPERIENCE

### Project Manager

Cara managed the Associate Management, Goals and Commissions, and Sales Processing workstreams for the Point of Sale Replacement program. She mapped out the project plans for each workstream and managed the cross-functional team members to ensure the milestones were met. She oversaw a third-party vendor, who was developing the goals and commissions solution, and acted as an intermediary between the vendor and her client. She was always diligent in reporting potential risks and acting to resolve any roadblocks her teams faced.

### Project Manager

Ms. Kemen managed multiple workstreams for the Point of Sale project; from Time and Attendance, Integrated Authorization and Associate Management just to name a few. She worked with the business analysts, development and testing teams to track their progress and resolve any roadblocks they encountered during the project lifecycle. She managed multiple third-party vendors, who were involved in completing deliverables for her workstreams. Cara managed project plans for all of her workstreams and reported weekly status to program leadership.

### Systems Solution Manager

Ms. Kemen gathered business requirements for her client's order/claims system upgrade project. She quickly gathered those requirements by interviewing key stakeholders and business owners, and then worked with the developers to ensure the work could be completed by the deadline. She wrote test cases and executed them, while documenting all defects or system bugs that she found so that the development team could resolve the issues prior to go live. After go-live, Cara stayed on the project to support the new end-users and customers using the system. When the client started the next phase of the project, Cara remained on the project so the client could leverage the key knowledge she held of her client's business processes and systems.

### Requirements Analyst

Ms. Kemen was responsible for documenting the business requirements for the new policy administration system that her client was implementing. To begin the process, she met with all the business groups to document their current processes in flows, which showed internal and external system touch points. She led requirement workshops with the business where she captured their true business requirements for the new system and noted potential process improvements. Then the requirements were documented in User Stories with Acceptance Criteria for the development and testing teams to consume. Ms. Kemen worked as an intermediary with the business, testing and development teams to ensure the business' needs were satisfied through the technical solution, while tracking the tasks in the individual resource plan (IRP).

### Stabilization Manager

Ms. Kemen managed system go-lives for a global SAP SRM upgrade, including working with the technical and functional teams. She tracked, managed, and resolved client issues that resulted from the system upgrade, while reporting out daily metrics and issue statuses to the client executives. Ms. Kemen also strategically managed the operations team in the procurement assistance center in Bangalore, India, ensuring they were meeting the targeted production rates agreed upon by the client.

### Technology Expertise

- Microsoft Office 365
- Oracle Supplier Hub
- SAP Ariba & Financials
- Oracle Procurement & Financials
- Coupa
- Jira
- Sharepoint

### Methodologies

- Product Led
- Agile Software Development
- SAFe
- Root Cause Analysis

### Deliverables

- Project Plans
- Executive Steering Presentations
- Budget Forecasts
- Business Requirements
- Business Case Development
- Roadmaps

