

ERIC SPAULDING

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PROFESSIONAL BACKGROUND

Eric is a driven IT professional with over 20 years of diverse experience spanning IT strategy, Enterprise Architecture (EA), Business Intelligence (BI), advanced analytics, business / systems analysis, and Software-as-a-Service product development. His expertise includes building end-to-end analytics solutions – with comprehensive metadata management and observability – for clients in a variety of industries, ranging from Global Fortune 500 companies to digital- and cloud-native startups.

Eric's technical skills are complimented with a proven ability to deliver on strategic direction with pragmatic solutions; extensive experience leading both on-site and virtual teams in executing various project lifecycle management frameworks; and a passion for learning from and mentoring others.

SELECTION OF RELEVANT EXPERIENCE

Solution / Data Architect for Agile Analytics (DataOps / MLOps) in P&C Insurance

Eric guided multiple projects to prototype, design, and build analytics solutions focused on financial performance, customer retention, and risk exposure for a U.S. Fortune 500 Property and Casualty (P&C) Insurer. Solutions required ingesting data from disparate source systems and providing metrics that transcended the nuances of each product segment. Eric designed and led the implementation of dimensional data models, aligned to defined business glossaries and key performance indicators (KPIs), and organized them in a way that enabled self-service analytics for business users. He and the team then built and deployed dashboards and other visual analyses through a secure, web- and mobile-capable analytics platform (Tableau). Using Agile Scrum methods, new dashboard features and predictive models, including all necessary integrations and updates, were released every 3-6 weeks. By leveraging tools to support CI / CD patterns, production deployments were reduced from days to minutes. This highly responsive approach to data delivery drove productive conversations between business and IT, and ultimately led everyone to a better understanding of their shared goals and performance.

Integrations and End-to-End Experience for a Home Health Care Platform

Eric provided end-to-end digital experience (DXP) and integrations leadership for a strategic venture within a Fortune 100 healthcare conglomerate. The team was tasked with designing, building, and launching its MVP (a post-acute, home health referral program for one U.S. market) in 6 months. Creating a seamless digital experience using Epic's Compass Rose module, Eric helped ensure that connections between the community care management team and an in-home care delivery partner were made with a combination of JSON-based event notifications, HL7 messages, and CCD-A exchanges through a DirectTrust HISP. Eric was responsible for collaborating closely with Product Management, Clinical SMEs, and IT Architecture to design the MVP solution with frequent input from the ecosystem's partners. He utilized communication tools, such as Miro and Airtable, extensively to communicate system / domain ownership and integration points; navigated the standards employed by each partner to establish the requisite data contracts; and coordinated end-to-end testing with support from a dedicated, offshore team. His work contributed to a successful, on-time launch of the MVP, which received referrals for over 2200 post-acute patients in the first 90 days of operation.

Industry Expertise

- Financial Services & Insurance
- Healthcare (including provider, payer, medical devices)
- Government (federal, municipal)
- Social Services / NGOs

Functional Experience

- IT / Analytics Strategy
- IT M&A
- Enterprise Architecture
- Vendor Assessment
- Advanced / Geospatial Analytics
- Data Management
- Data Visualization



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SELECTION OF RELEVANT EXPERIENCE

Data Strategy for Consumer Packaged Goods R&D Product / Manufacturing Innovation

Eric helped a multinational Food CPG embark on an effort to enhance the connectedness of their product and manufacturing data, from marketing brief to retail basket. This effort was part of a larger initiative to achieve competitive advantage in the market with sophisticated digital and analytical technologies that supported better reuse of innovative techniques, as well as closed-loop feedback from consumer and in-market learning. Eric led a detailed assessment of the existing initiatives and solutions, devised a data strategy to address thematic gaps, and proposed key use cases and technologies that fit within the R&D system landscape (which included plans to re-platform to several cloud-based solutions within the next 12-18 months).

His phased approach, with identified dependencies and constraints, enabled the client to visualize their multi-million dollar, three-year roadmap on one page, and start executing on the most critical components immediately.

Enterprise Architect for a Health Insurance Claims System Implementation

Eric helped to build an Enterprise Architecture (EA) competency for one of the largest Vision Care Insurers in the U.S. by membership. He identified and developed internal experts to staff the team; created and communicated standards; and delivered value to senior leadership in understanding their business, data, and system landscapes. Eric conducted multiple analyses and solution proposals for the CIO and several business VPs as part of addressing gaps in a multi-year claims system implementation. Artifacts included capability maps, business process models, data lifecycle models, and migration plans. As part of building the EA competency itself, Eric was tasked with adapting the TOGAF 9 framework to the organization's unique needs and resource constraints. He devised and customized a SharePoint site that the EA team used extensively to find and reapply project artifacts.

Strategic Change Lead for Insurance Data Governance Modernization

A Global Fortune 500 Reinsurer had an aggressive vision for improved data governance but too few data-literate leaders in its operating units. Eric was tasked with selling in a new strategy to the organization's leadership that would extend governance's reach with less headcount than previous models had required. He proposed and designed a team-of-teams operating model to coordinate the actions of more empowered Data Stewards, who were nominated from the various business teams. Eric ensured each Steward was trained extensively as part of an onboarding process matched to their self-assessed baseline level of data literacy. He also worked closely with the lead of the newly formed Data Council to keep all stakeholders, including the Executive Board, informed and aligned. The result was a community of Data Stewards who were both enabled and expected to promote data usage and mitigate risks at all levels of the organization. Even with half the number of Stewards as before, 250% more actions were taken on a monthly basis, creating a marked shift in data awareness, availability, and improved business decisions.

Technology Expertise

Analytics

- Google Colaboratory
- IBM Cognos Analytics
- MS Excel / Power BI
- R Client
- SAP BusinessObjects
- Tableau

Platforms

- Airtable
- Jira / Agile Central
- Miro / Mural
- MS Azure DevOps
- MS Teams & SharePoint
- Salesforce CRM

Development

- Java / JavaScript / JSON
- PHP / HTML / CSS
- Python / R
- SQL (PL/SQL, T-SQL)

Database / Metadata / ETL

- Informatica
- Oracle
- SQL Server / SSDT

Certifications

- Tableau Certified Consultant (2021)
- Tableau Desktop and Server Certifications (2016, 2019)
- TOGAF 9 Certified Architect (2013)
- TDWI Certified Business Intelligence Professional (2010)

