

CHAD THORNTON

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PROFESSIONAL BACKGROUND

Chad has accumulated more than 10 years of experience in product and project management, successfully leading cross-functional teams to develop solutions that cater to the needs of both internal and external clients. His exceptional communication skills, critical thinking abilities, and industry knowledge enable him to engage effectively with individuals at all levels within an organization.

Having held positions as a Product Manager, Project Manager, and Product Owner, Chad possesses a deep understanding of problem identification and employs effective problem-solving techniques. Throughout his career, he has been involved in various aspects of the project life cycle, such as defining scope, identifying business and technical requirements, monitoring quality assurance, and providing production support. Chad's knack for organization and attention to detail allows him to thrive in fast-paced environments while consistently delivering desired outcomes.

SELECTION OF RELEVANT EXPERIENCE

Product Manager

Chad was responsible for leading the implementing of a new Application Programming Interface (API) product that generated \$80 million in revenue within the insurance sector. He collaborated closely with internal stakeholders and third-party vendors to achieve this feat. Throughout the project, Chad prioritized clarity in business requirements, supervised testing processes, and established responsibilities for production support. The API incorporated a wide array of endpoints and over 75 data elements, specifically tailored to meet the industry's underwriting needs. Furthermore, Chad adeptly managed sales training initiatives and provided impactful marketing materials to successfully launch the product.

Product Owner

In the implementation of a \$40 million Property & Casualty Policy Administrative System, Chad took on the role of a product owner. He played a crucial role as a bridge between various internal & external business partners, including the Project Management Office (PMO), 12 business units, the Accounting & Finance Department, and third-party vendors. Chad was responsible for defining the product objectives, validating business requirements, prioritizing the product backlog, and comprehending the needs of all stakeholders to ensure a successful implementation. Moreover, he provided valuable assistance in training over 50 underwriters and customer service representatives on the new PAS, facilitating a seamless transition.

Project Manager

Chad assumed leadership of a 10-member team consisting of internal business partners to create a new SharePoint site dedicated to organizing and storing essential business-related content. A key aspect of this project was establishing communication channels with key stakeholders such as Legal, Product Management, IT Services, and Business Units, as all divisions were integrated into the site. Chad's responsibilities encompassed overseeing both business and technical tasks to ensure efficient retrieval of content and timely delivery of each phase in the project life cycle. The successful adoption of the SharePoint site by all stakeholders has resulted in a transparent and streamlined communication channel.

Industry Experience

- Insurance
- IT Services
- Retail
- OEM/Automotive
- Data Analytics
- Financial Services

Functional Expertise

- Policy Administration
- Project Management
- Product Management
- Marketing/Sales
- Contract Review
- Change Management
- Process Improvement
- Data Analysis
- Forecasting

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SELECTION OF RELEVANT EXPERIENCE

Product Manager

As a Product Manager working with a leading telecommunications company, Chad was tasked with overseeing the development and launch of a new automotive technology product focused on entering a \$50 billion insurance market. His role involved collaborating with cross-functional teams, including engineering, product, marketing, finance, and customer support, to ensure a successful product implementation. Chad ensured teams were highly focused on reach deliverable throughout this effort while keeping all project tasks in sight.

Product Owner

Chad was responsible for product ownership of an agile implementation that require a range of essential duties to ensure successful delivery of a legacy system transformation that included over \$250 million in premium. His responsibilities revolved around maximizing value, maintaining a well-groomed product-backlog, and effective collaborating with all stakeholders and the development team. His primary duties was to communicate the product vision and strategy with senior management and obtain stakeholders needs while translating them into clear and actionable requirements. Additionally, managing product performance and retrieve user feedback through this process led to a successful implementation.

Data Analyst

Chad, in his role as a Data Analyst, had the crucial task of managing and analyzing vast amounts of data from various sources, including state departments, insurance carriers, and third-party data providers. This data was essential for developing valuable products in a rapidly expanding market.. Chad's primary responsibility was to extract insights from the multimillion records available, and he employed his analytical skills and expertise to uncover patterns, trends, and correlations within the data. By leveraging the capabilities of Microsoft Excel, Power BI, and Tableau, Chad could effectively visualize and interpret the data, enabling him to determine which sources were the most credible and reliable. This assessment of source credibility was crucial in ensuring the development of a high-quality and robust product.

Technology Expertise

- Jira
- PowerBI
- Salesforce
- Rally Software
- ServiceNow
- AWS
- SharePoint

Deliverables

- Program/Project Plans & Strategy
- Business Case Development
- Business Requirements
- Policy Administration
- Executive Steering Presentations
- Budget Forecasts
- Communication Plans
- Roadmaps