

AMY PIETCH, MBA CPCU

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PROFESSIONAL BACKGROUND

Amy possesses over 12 years leadership experience in Project and Program Leadership. Her recent exposure includes starting a new global program with multiple work streams, reporting directly to C Suite leadership. She is results driven and client focused, allowing her to partner with stakeholders to identify gaps and create meaningful solutions. Ms. Pietch also leads change with a collaborative approach, engaging cross divisional groups to execute on deliverables. She has excelled as a member of leadership teams responsible for project implementations and operational efficiency. She thrives in a team environment and consistently delivers value to an organization. Ms. Pietch combines both tactical and strategic thinking, partnering with clients to deliver on strategic priorities and enhance performance.

SELECTION OF RELEVANT EXPERIENCE

Program Lead, Enterprise Delivery, Global Payment Processing Company

Summary: Lead Manager to initiate, coordinate, and execute delivery of a first-of-its-kind payment product with another Fortune 500 partner. Developed roadmap for cross functional delivery of this product both internally and in coordination with the partner.

Amy led the initial set up of a new program at a Fortune 500 Payment Processing company that included multiple work streams. The program was to launch a new product which would enable global payments to be accepted for enterprise merchants. Ms. Pietch was responsible for keeping all stakeholders aligned, informed, and engaged to make product decisions quickly in order to keep timelines. Amy also initiated strategic discussions with senior leaders on how to effectively execute on their plans in line with partnership discussions. Responsibilities include leading weekly product working groups, monthly Steerco meetings, delivering RAID logs, action logs, project reports, and RAG health of multiple work streams.

Remote Transformation Leader, Sales and Client Services, National Insurance Company

Summary: Led highly visible transformation from a local office model to a remote workforce. Amy successfully transitioned two physical branches to remote work over the course of a year while retaining 90% of her staff.

Amy was the first leader in her organization to spearhead the transition of physical branches to a remote work force incorporating two remote branches while continuing to lead her physical branch. She created a model for transitioning an office which was used across the country as physical offices moved to remote work. Her leadership during this process retained 90% of the talent in transition and reorganized employees into a new regional structure. Additionally, Amy developed KPIs with the business analyst group to track progress and metrics for all remote workers which were regularly reported to senior leadership. Amy was able to demonstrate increased efficiencies in areas such as number of calls taken and availability of sales representatives. The success of Amy's transition led to several other remote transitions throughout the company.

Industry Expertise

- Financial Services
- Insurance
- IT Services
- Sales
- Customer Service

Functional Experience

- Operations
- Technology Expertise
- Project/Program Leadership
- Change Management
- Succession Planning
- Vendor Relationship Management



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SELECTION OF RELEVANT EXPERIENCE

Regional Change Leader, Sales and Client Services, National Insurance Company

Summary: Amy was selected to lead a group of branch leaders through a regional transformation resulting in a new streamlined approach for all incoming and outgoing work throughout the Midwest.

Amy was the lead manager for a regional transition, organizing new teams across multiple branches to create a new streamlined approach to distribution of work. As a leader of leaders, Amy collaborated with her peers to set up the new regional structure and the Midwest region saw improvements in both customer service and sales metrics. One of her main roles was maintaining clear communication between executive team, managers, and front-line teams. Amy also coached and developed leaders in new offices and across remote teams. Additional KPIs were developed and dashboards built for leadership to track metrics. She delivered a significant increase in customer service levels as measured by NPS survey results and phone reports. Sales efficiencies were also achieved increasing conversion ratios for all lines of products.

Process Improvement Consultant, Group Benefits, Global Insurance Provider

Summary: Assessed and consulted on process and technology improvements for short term disability claims. Provided technical insight as well as operational redesign to reach strategic corporate goals.

Ms. Pietch was engaged to assess the claim intake process for a large, multinational insurance company, which included reviewing current workflow for process improvement opportunities and new technologies to drive efficiency. Ms. Pietch worked to build relationships with relevant stakeholders to demonstrate the operational inefficiencies that could be addressed without cost to the organization. Gap analysis demonstrated blocks to the desired future state and roadmaps were built to deliver the desired outcome of changes. Ms. Pietch engaged several vendors to provide additional options for enhanced technology. Ms. Pietch routinely presented to senior leadership communicating the suggested changes, building in the concept of Change Management. Future state roadmaps and a strategic Change Management plan were delivered.

Deliverables

- Strategic Planning
- Detailed Project Plans
- Product Roadmaps
- Communications Plan
- Future State Roadmap
- Vendor Assessment
- Status Reports

Methodologies:

- Process Improvement and Redesign
- Strategic Planning
- SAFe Agile

