◎ SEI

Stephanie Pfennig

spfennig@sei.com | 859-801-9404

PROFESSIONAL BACKGROUND

Ms. Pfennig is a skilled Program Management and Change professional with 20 years of diverse consulting experience. Her expertise includes project, program, portfolio and change management, expert communication, risk assessment and management, business process improvement, operations, program governance and executive communication management. She can develop strategy and operate at a portfolio level, while managing day-to-day execution with a tremendous attention to detail. Ms. Pfennig believes that the foundation of a successful project is clear, articulate communication combined with early and frequent expectation setting at all levels – and conducts her work accordingly. Highly motivated, energetic and committed, Ms. Pfennig is quickly recognized as a leader and is frequently sought out for guidance by both project staff and executive management alike.

RELEVANT EXPERIENCE

Project Manager, European certification for a Medical Device Company

Ms. Pfennig took over a program that manages the certification of mechanical and energy-based surgical devices to the latest European standards, representing a product portfolio that improves patient lives and represents over 30B in sales. She is responsible for coordinating the updates to the technical dossiers for these devices so that they can continue to be sold in Europe when the new EU-MDR regulation is in force. This involves collaboration with a cross-functional team of experts including surgeons, clinicians, biochemical scientists, market surveillance analysts, marketing and regulatory experts, design and manufacturing engineers, human factors engineers and more. She holds regular updates with the European Notified Bodies that assess the dossiers and certify the products. Through regular, articulate communication with executive stakeholders and cross-functional team members, Ms. Pfennig ensures continual alignment and understanding among all team members to achieve certification milestones.

Program Manager and Release Train Engineer at fortune 100 Insurance Company

Ms. Pfennig managed the transition from a 20-yr old client server app to a web-based solution for a $210M Trucking business unit. She ran the vendor selection cycle, negotiated the Statement of Work (SOW) and approved the vendor project roll-out plan. Ms. Pfennig is half-way through a two-year iterative development cycle, leading an on/offshore vendor development team and internal product and quality assurance team through 16 iterations. Ms. Pfennig regularly works with business and IT executives conducting quarterly budget reviews, assessing and managing risks, managing executive expectations and communications and leading Organizational Change Management (OCM) activities. Prior to this program, Ms. Pfennig performed in the role of Release Train Engineer for the company's centralized IT Data Platform team. For two years, she led and coached eight scrum masters and ensured the release train was meeting delivery obligations. Ms. Pfennig also facilitated PI Planning, coached Product Owners and Product Managers in effective backlog management, coached Scrum Masters on team dynamics and velocity improvement, and reported train metrics to leadership.

Program Manager, Oracle eBusiness Suite/Supplier Compliance at a Fortune 50 Grocer

Ms. Pfennig led the global implementation of Oracle eBusiness Suite to ensure the client was compliant with new FDA regulations for foreign suppliers of food and food contact items. She managed a 3rd party system integrator with on- and offshore consultants, as well as the client's employees, to stand up the Oracle eBusiness Suite product. This program began a 3-year effort which was implemented in a phased approach. The focus of the first phase was to get all suppliers into the system, and to develop a workflow to survey foreign suppliers and verify their compliance. Additional phases required integration with the payment and procurement systems to avoid purchasing goods from non-compliant suppliers. She also hired three change management professionals and provided overall change leadership for a high level of system adaptation across the enterprise.

FUNCTIONAL EXPERIENCE

- Program Management
- Project Management
- Project Management Office
- Scaled Agile
- Iterative development
- Software Development Life Cycle
- Kanban
- Change Management
- Product Management
- Business Development
- Vendor Procurement & Management
- Federal Grant Development & Management
- Business Process Reengineering
- Communications
- Quality Assurance

INDUSTRY EXPERIENCE

- Retail
- Health Information Technology & Exchange
- Auto Manufacturing
- Health Insurance
- Property & Casualty Insurance
- CRM
- Fleet Leasing
- Document Imaging & Workflow

EDUCATION

- Bachelors of Arts – English Literature and Language; Minor - Marketing

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RELEVANT EXPERIENCE

Program Manager, Payroll Conversion at a Fortune 50 Grocer
Ms. Pfennig was brought in to help with a struggling payroll consolidation program started a year before she arrived. Garnering management and executive approval for process improvements she identified, Ms. Pfennig implemented the changes and ran the program -- a three-year payroll conversion to consolidate all divisions across the United States onto the client's standard systems, comprised of an INFOR payroll application and a collection of web-based HR systems. The first division for which she was responsible included the successful transition of 9,000 employees and was delivered on time and within budget. The initiative required a delicate balance of leading a project team of over 30 technical and business experts on and offshore, while working with the division HR teams and managing the expectations of their executive leadership. Ms. Pfennig led the program for three years to its conclusion, converting five company divisions representing over 100,000 employees.

Project Manager, Implementation of Healthcare Eligibility Rules Provisioned by the Affordable Care Act (ACA) at a Fortune 50 Grocer
Ms. Pfennig led a project at a Fortune 50 Grocer to coordinate complex system enhancements to time entry systems, payroll systems, rules engines, and interfaces to ensure the client met the complex ACA requirements, thereby providing healthcare in accordance with new federal legislation while avoiding stiff employer fines. To add another layer of complexity to the project, the majority of the clients' associates are union employees. As new labor contracts were bargained, Ms. Pfennig placed special emphasis on strong, clear and frequent communication so that the company's IT team, labor negotiators, HR service center and 3rd party union plan administrators were in lock-step with required system changes that surfaced as a result of the bargaining process.

Project Manager, Health Information Exchange (HIE) implementation for a fortune 500 company
Ms. Pfennig successfully managed the implementation of Health Information Exchange (HIE) services for three nationally ranked hospitals. She assembled and managed an IT team consisting of HL-7 engineers, CCD/XML developers, database administrators, testers, implementation specialists and trainers; built and maintained project plans; analyzed process and workflow, built workflow diagrams; reported out to the hospital C-suite; managed customer expectations; and analyzed and vetted data specifications.

Program Manager, Implementation Of HIE Projects Awarded By Federal Health Agencies
Ms. Pfennig worked for a tri-state provider of HIE services and during her tenure managed – from cradle to grave – three federally-awarded projects. She wrote the grants to secure the awards and facilitated several vendor selection processes and procurements (including electronic prescribing software and disease management and reporting systems), and prepared hundreds of health data usage and HIPAA business associate agreements. After assembling the cross-company, cross-functional team she executed the projects and prepared reports for the government agencies at project closure. Projects included speeding workers compensation determinations, providing disease analytics for enhanced disease management and improving diabetes management through use of texting between doctor and patient.

TECHNOLOGY EXPERIENCE

- Microsoft Office 365
- SharePoint
- PowerPoint
- Visio
- JIRA, Rally
- MS Teams, Zoom
- Jive
- CRM Tools

REPRESENTATIVE DELIVERABLES

- Strategic Roadmaps
- Program/Project Plans and Governance
- Executive Presentations
- Statements of Work
- Business Process Maps
- Implementation Plans
- Gap Analysis
- Business Case
- Change Management Plans
- Strategic and Operational Reporting
- Workshop Facilitation
- Root Cause Analysis
- Request for Information
- Vendor Agreements
- Vendor Analysis
- Risk Mitigation
- Swimlane Diagrams
- Budget Tracking

CERTIFICATIONS

- Project Management Professional (PMP)
- SA (SAFe Agilst)