

Job type: Contractor / Employee - Full-time

Region: North America

Location: Flexible, USA

Category: Core Transformation

Job Description/Role: Program Manager

Overview: MVP is seeking an experienced Program Manager to join their Core Transformation & Package Implementation Practice. This role will be responsible for both internal collateral development and assisting our clients with large-scale enterprise software implementations with Property and Casualty Insurance Carriers in North America.

The MVP Core Transformation Practice includes program executive delivery leaders, program managers, solution architects, business and functional consultants, and technical consultants who work together to perform transformation strategies and advise and manage package application implementations at customer sites. Our projects are complex and can last from three months to three years depending on the specific customer requirements.

Our solutions cover a significant portion of the software development lifecycle spanning the project team performing business, technology and target operating model initial strategies, system selection efforts and/or performing advisory services on package solution implementation requiring identifying customer business requirements, assisting our clients or a system integrator to configure the package solution to meet those requirements, and integrating and testing the package solution to other internal or external systems.

MVP advisory consultants are expected to spend the majority of their time on site with the client business and technical teams. MVP employs a flexible travel model that at maximum, requires consultants to be on site four days per week and away from home three nights per week. Consultants work the fifth day from their home office. Often, our consultants work one week on site and one week off site.

Key activities for Program Manager include:

- Partnering with client leadership to understand and manage business and technical objectives and achieve delivery excellence
- Producing Program, Communication and Risk/Issue Management documents for managing package implementation programs
- Estimating the effort required for the entire program and managing to that estimate given the business and technical requirements and the gaps from the out of the box package solution
- Working with other members of the MVP Core Transformation, the package solution vendor team, system integrator and/or client teams

- Working side by side with our customers, coaching and mentoring MVP and / or customer team members working on the package implementation program
- Ensuring key insurance client stakeholders are identified and kept informed of the initiatives progress and the expected outcomes
- Staying abreast of current business and industry trends relevant to the client's business
- Demonstrating in-depth program management, agile methodology, business and technical capabilities and professional knowledge of the P & C Insurance Industry.
- Demonstrating ability to assimilate to new knowledge.
- Possess good business acumen.

Required skills/experience:

- Professional consulting experience or equivalent business experience
- 10 years' relevant experience as Program Manager
- 5+ years of delivery experience working within multiple project teams working on transformation efforts within the Insurance Property and Casualty (P&C) space
- Demonstrated ability to build trust and manage high level, executive relationships
- Demonstrated ability to manage and supervise teams of business and technical advisors through all phases of the project lifecycle, including requirements definition, configuration/integration/conversion activities and testing
- Strong written and verbal communication, presentation, client service and business writing skills
- Ability to research client inquiries and emerging issues, including regulations, industry practices, and new application technologies
- Experience in the following areas: Program/project management and implementation planning (PMO), Client Relationship Management and Business Development, Definition of business and technical requirements, System selection and implementation support, Quality assurance and testing and/or Business and IT process reengineering
- Experience with Scrum or other Agile development methodologies is a plus
- Previous Project experiences in P&C Claims, Policy Administration, Billing or Financial System implementations, P&C Business/Operations Transformation, P&C System Selection and evaluation, P&C Business Process Reengineering, Financial Reporting and/or Business intelligence/decision support
- Experience with configurable package solution software such as Guidewire, CSC, Fiserv, Accenture, Innovation Group, Insurity, SAP and/or similar is desired
- Demonstrated track record as a consulting business team member or lead
- Experience coaching and mentoring teammates

Why MVP? MVP is one of the fastest growing independent consulting firms in the Insurance space. As a team, our mission is to provide distinguished advisory services to our clients to gain full reference-ability – this excellence approach guides us in all that we do. Our team values are Honesty & Integrity, Loyalty, Team focus, Engaged, Client Driven, Solution Centered and most of all Fun Loving. MVP offers its consultants a diverse work environment that allows them to continually work on the cutting edge of Insurance Technology advancements. Our goal is to be the top insurance consulting company in the eyes of our small and medium sized insurance

clients, and help them stay operationally competitive with the big boys. If you are passionate about improving how the Insurance Industry does business – MVP is the right team for you!