

ROSS KRESSEL

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PROFESSIONAL EXPERIENCE:

Highmark Health

Lead Solution Analyst, Living Health Solutions Strategy

Pittsburgh, PA

January 2021- Present

Business process and solution orientated strategist, improving patient and clinician experience through tools like Lean Six Sigma and Human Centered Design with a focus on chronic disorders.

- Led Human Centered Design sessions to identify key stakeholders for treatment of Hypertension and COPD.
- Analyzed patient journey for receiving care for chronic conditions.
- Directed collection of qualitative research to better empathize with patients with chronic health conditions.

BNY Mellon

Lead Process Re-Engineering Analyst

Pittsburgh, PA

October 2019- January 2021

Re-engineering and digital transformation focused business analyst experienced in client experience and human centered design engagement. Primarily contributed to programs focused on management of end to end client lifecycle.

- Analyzed processes surrounding customer service inquiries to define current state and begin exploration of new target state operating model
- Planned and facilitated a series of design workshops focused on employee experience for new Agile DevOps pilot
- Co-facilitated design workshops to re-imagine client visits to Singapore Innovation Center
- Collaborated with HR and Technology to improve employee onboarding process, leading to adoption of a new employee onboarding platform
- Partnered with Digital Transformation, Technology, and Operations to improve client onboarding process, leading to the development of a minimum viable product built using Camunda Workflow Engine
- Provided regular reporting and updates on various program related activities

Learning and Performance Project Manager

April 2017-October 2019

Project manager of trainings for global team tasked with improving business and digital capabilities. Engagements included collaborative development of metrics, qualitative and quantitative analysis, and communication strategy.

- Led development of curriculum for high potential Operations Analyst program
- Key contributor in the development of a BNY Mellon Design Thinking Framework and related curriculum
- Improved process for measuring learner audiences, eliminating ad-hoc reporting and reducing time to measure by 80%
- Supported definition and scoping for a variety of learning programs

InfoMart

Senior Corporate Accounts Representative at FedEx Ground HQ

Moon Township, PA

February 2013- March 2017

Account Manager for FedEx Ground and its vendors preferred background screening vendor.

- Managed and trained a team of account representatives
- Led a series of process re-designs, which reduced turnaround time and increased compliance with SLAs
- Served as a trusted advisor to clients across Safety, Security, and HR functions as well as large national field operation

EDUCATION:

University of Pittsburgh, Katz Graduate School of Business

Pittsburgh, PA

Master of Business Administration (MBA)

August 2016

College of Charleston

Bachelor of Arts (BA), Political Science

Charleston, SC

May 2012

Professional Qualifications

Six Sigma Greenbelt

April 2016

LUMA Institute Human Centered Design Certified Practitioner

January 2020

LUMA Institute Human Centered Design Certified Facilitator

April 2020