

ROSS KRESSEL

RSKressel@gmail.com | (412) 390-5843

PROFESSIONAL EXPERIENCE:

BNY Mellon

Pittsburgh, PA

Lead Process Re-Engineering Analyst

October 2019-Present

Re-engineering and digital transformation focused business analyst experienced in client experience engagements. Role includes continuous process improvement projects, development of KPIs, and the use of both Design Thinking and Lean Six Sigma approaches to problem solving..

- Analyzed line of businesses specific processes surrounding customer service inquiries to define current state
- Performed stakeholder interviews on the use of service and sales CRMs to define current state client value chain
- Reviewed current state of service for top client in Treasury Services/payments business to identify target operating model for the implementation of a service CRM
- Work with senior business leaders to ensure they have awareness of progress of initiatives and have actionable insights
- Consulted through a design thinking approach on how to improve client experience in enterprise spanning process improvement of onboarding with an initial focus on custody/alternative investments

Learning and Performance Project Manager

April 2017-October 2019

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

- Led development of curriculum for high potential Operations Analyst program
- Managed vendor relationship from proposal to delivery for the development of a new seven hour project management program
- Facilitated dialogue among Design Thinking practitioners, resulting in the creation of a unified BNY Mellon framework
- Created process used for measuring learner audiences, which eliminated existing inconsistent ad-hoc reporting
- Served team as ScrumMaster for Agile Scrum team charged with delivery of digital transformation learning
- Investigated People Experience with a team and developed a KPI driven dashboard following full cycle PX

InfoMart

Moon Township, PA/Marietta, GA

Senior Corporate Accounts Representative at FedEx Ground HQ

July 2012- March 2017

Account Manager for multi-million dollar relationship with FedEx Ground to perform their criminal background checks. Role included managing and training a team of account representatives, process re-design and being a trusted advisor to clients.

University of Pittsburgh Medical Center-St. Margaret

Pittsburgh, PA

Student Six Sigma Consultant (MBA Work-Study)

January 2016-April 2016

Served as project lead for Six Sigma engagement investigating waste associated with a multi-dose inhaler take home program. Project investigated processes that were associated with the program.

Westinghouse Electric Company-Consulting Field Project

New Stanton, PA

Student Consultant (MBA Work-Study)

January 2015-May 2015

Student consulting project focused on re-imagination of full cycle client journey for the sale of nuclear power plant parts to an aging global fleet of nuclear power plants

EDUCATION:

University of Pittsburgh, Katz Graduate School of Business

Pittsburgh, PA

Master of Business Administration (MBA)

August 2016

College of Charleston

Charleston, SC

Bachelor of Arts (BA), Political Science

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

Hobbies and Interests

Biking/spinning, baking, sports analytics, reading, and photography