

ROSS KRESSEL

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PROFESSIONAL EXPERIENCE:

BNY Mellon

Pittsburgh, PA

Learning and Performance Project Manager

April 2017-Present

Talent Management project manager with a focus in improving business and digital capabilities. Engagements have included collaborative development of metrics, qualitative and quantitative analysis, and communication strategy.

- Led the development of curriculum for re-engineering and program management teams aligning to BNY Mellon core competencies and included a self-assessment tool that used benchmarked data and resulting in learners being able to build their own development plans
- Collaborated with leaders of a high potential program in operations to improve curriculum through implementation of a more holistic learning experience supporting new initiatives developed in collaboration with workforce planning
- Oversaw several significant work streams of a Program and Project Management learning curriculum engagement which responded effectively to deficits found in a project management audit
- Managed vendor relationship from proposal to delivery for the development of a new seven hour project management program
- Directs a variety of global enterprise-wide learning projects, which have included focus groups, development of learner personas, and project documentation
- Participated in Design Thinking training based on Stanford Model, which reinforced the need for client focused problem solving
- Facilitated dialogue among practitioners of Human Centered Design/Design Thinking that use a variety of models (Stanford, IDEO, and Frog) that resulted in the development of a BNY Mellon Design Thinking Model
- Served as Scrum master for team, which included leading Scrums, retrospectives, and sprint planning
- Planned a variety of cross function events and activities as a member of Pittsburgh HR Engagement team

InfoMart

Moon Township, PA/Marietta, GA

Senior Corporate Accounts Representative at FedEx Ground HQ

July 2012- March 2017

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

- Overhauled Standard Operating Procedure for process changes in relationship with FedEx Ground
- Trained new employees and contingent staff on a variety of proprietary systems
- Provided hands on virtual training to newly on-boarded clients on submitting and reviewing requests

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

Analyzed 10 years of sales data to determine potential root cause for reduced sales of nuclear power plant parts. The team also reviewed the existing process for the sale of parts, met with key stakeholders, and developed potential solutions including the implementation of data visualization and a new organizational design for sales and client service teams.

EDUCATION:

University of Pittsburgh, Katz Graduate School of Business

Pittsburgh, PA

Master of Business Administration (MBA)

August 2016

Six Sigma Greenbelt

April 2016

College of Charleston

Charleston, SC

Bachelor of Arts (BA), Political Science

May 2012

Hobbies and Interests

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