

## ROSS KRESSEL

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### **PROFESSIONAL EXPERIENCE:**

#### **Highmark Health**

Pittsburgh, PA

#### **Lead Solution Analyst, Product & Health Experience: Care Delivery**

January 2021- Present

*Widely respected business process and design strategist, focused on improving health plan member, patient and clinician experience through tools like Lean Six Sigma and Human Centered Design. in an integrated payer-provider organization.*

- Led Solution Strategy Center of Practice, which ensured the sharing of shared methods across a group of federated analysts
- Facilitated a series of patient interviews focused on how people receive healthcare for emergent needs, leading to the creation of high level patient journey map
- Created a model to measure potential savings from virtualizing certain healthcare experience leading to more than \$2 million annual medical cost savings
- Collaborated with enterprise analytics to develop a standard operating procedure for requesting data, which led to a reduction turnaround time on data requests
- Planned and co-facilitated a variety of Human Centered Design workshops and activities, including the kickoff of a vehicle of a joint venture with the largest hospital system in Delaware that began the research process for co-creation of healthcare solutions
- Managed stakeholders to ensure the timely gathering of requirements and rollout of a new virtual primary care model focused on serving Delaware Medicaid members

#### **BNY Mellon**

Pittsburgh, PA

#### **Lead Process Re-Engineering Analyst**

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 advise on 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 a 25% improvement of NPS
- Partnered with Digital Transformation, Technology, and Operations to improve client onboarding process

#### **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**

Moon Township, PA

#### **Senior Corporate Accounts Representative at FedEx Ground HQ**

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**

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