

**Ross Kressel**

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**EDUCATION:**

**University of Pittsburgh**, Pittsburgh, PA  
Joseph M. Katz Graduate School of Business  
**Master of Business Administration**,  
GPA: 3.471/4

August 2016

**College of Charleston**, Charleston, SC  
**Bachelor of Arts**, Political Science

May 2012

**PROFESSIONAL EXPERIENCE:**

**InfoMart**, Moon Township, PA

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

August 2015- Present

- Promoted to account management role on FedEx account with responsibility for two direct reports
- Lead customer service for FedEx Operating companies as well as generating and closing sales leads
- Provide expertise on criminal charges as well as the regulations and litigation related to Fair Credit Reporting Act, EEOC, and the Consumer Financial Protection Bureau
- Trained new employees on servicing FedEx and Vendor Accounts
- Re-designed and updated materials for training future employee and contract talent
- Re-developed policies for selection of full time employees from contract talent pool

**Corporate Accounts Representative**,

July 2012 –July 2015

*Hired by InfoMart from Randstad Work Solutions to be the on-site liaison at FedEx Ground HQ.*

- Re-designed and implemented driver background screening process to reduce turnaround by 20%
- Led annual project for completion of 50,000+ contractor driving record reports in 4 weeks
- Developed and initiated a process that reduced turnaround for Canadian background checks by 75%
- Generated/closed sales leads to increase annual account revenues including an expected \$3 million over the next 5 years
- Supported client during Applicant Tracking System transition from WorkScape to Kenexa Brassring

**MBA CONSULTING EXPERIENCE:**

**UPMC-St. Margaret**- Six Sigma Theory and Practice, Pittsburgh, PA

Student Six Sigma Consultant

January 2016-April 2016

- Project lead for project dealing with waste reduction of multi-dose inhalers as part of take home program
- Developed project plan and documentation of DMAIC methodology including detailed process map for hospital discharges
- Provided short-term, medium range, and long-term scalable recommendations

**Westinghouse Electric Company**-Consulting Field Project, New Stanton, PA

Student Consultant

January 2015-May 2015

- Analyzed global sales data for Nuclear Parts business during a multi-billion dollar sales period
- Created a tactical sales prediction tool using existing data that more closely defined their business cycle
- Developed strategy for a transition in sales model, implementation of a data analytics, a data visualization platform, and organizational alignment need to meet their new goals.

**BNY Mellon**-Social Media Strategy Project, Pittsburgh, PA

Student Consultant

April 2016

- Assessed potential user experience for launch of new “Big Ideas” iPad app
- Developed strategic recommendations for further use of “Big Ideas” as a source to recruit new talent
- Recommended development of user accounts to create specifically targeted content for clients as well as a tool in talent acquisition

**Bayer Material Sciences (Covestro)**-Marketing Planning and Strategy Project, Pittsburgh, PA

Student Marketing Consultant

February 2015

- Detailed a long term market analysis for the use of plastics in medical devices.

**CERTIFICATIONS/SKILLS**

- Six Sigma Green Belt
- Fair Credit Reporting Act Basic Certification (National Association of Professional Background Screeners)
- Proficient with Microsoft Excel, Word, and PowerPoint as well as basic competency with Tableau, HTML, and CSS