

ROSS KRESSEL

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EDUCATION:

University of Pittsburgh, Pittsburgh, PA
Joseph M. Katz Graduate School of Business
Master of Business Administration
Six Sigma Greenbelt

August 2016
April 2016

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

May 2012

PROFESSIONAL EXPERIENCE:

BNY Mellon, Pittsburgh, PA

Learning and Performance Lead Associate

April 2017-Present

- Directs a variety of enterprise-wide learning projects, which have included focus groups, development of learner personas, and project documentation (project charters, project plans, work breakdown structures, project governance, etc.)
- Lead presentations to clients on topics such as learning resources for storytelling with data and focus group analysis
- Assist in the development of a BNY Mellon Design Thinking model focused on identifying pain points and unmet needs through human-centric problem solving with an enterprise spanning team of current Design Thinking practitioners
- Contributor in efforts on learning metrics, including a project to implement Kirkpatrick Evaluation method to drive business value
- Completed Design Thinking training based on Stanford Model that included listening, interviewing, sketching, and rapid prototyping
- Facilitated dialogue among practitioners of Design Thinking that use a variety of models (Stanford, IDEO, and Frog) that led to a project to develop a BNY Mellon Design Thinking Model
- Prepared high level analysis of basic knowledge and skills shared by Agile, Lean Six Sigma, and Design Thinking tools and methods
- Supported early stages of the development of enterprise wide Agile learning, including research of successful Agile implementations
- Identified ad-hoc process in use for defining learning audiences and developed a best practice guide and tools that simplified process
- Recognized by peers in the BNY Mellon human capital function for my ability to build networks and partnerships
- Led relationship with a variety of e-Learning vendors

InfoMart, Moon Township, PA/Marietta, GA

Senior Corporate Accounts Representative at FedEx Ground HQ,

July 2012- March 2017

- Re-designed and updated Standard Operating Procedures based on process changes
- Re-developed policies for selection of full time employees from contract talent pool
- Provided standardized and ad-hoc reporting to a variety of key client stakeholders
- Built candidate journey map to show the flow from the Applicant Tracking System to InfoMart's background check system
- Re-designed and implemented process changes that led to a 20% reduction in driver background check turnaround time
- 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

- Led project for six sigma engagement that investigated waste of multi-dose inhalers in take home program
- Developed project plan and documentation of DMAIC methodology including a data collection plan, detailed process maps (SIPOC, Swim lane, traditional flow chart, Fishbone diagram, etc.) for hospital discharges
- Performed user research through an extensive voice of the process interviews, received clarification for findings, and eventually implemented findings as part of data synthesis for root cause analysis
- Provided short-term, medium range, and long-term recommendations, including changes to data collection methods to improve accuracy and precision of measurement for quantitative metrics

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

Student Consultant

January 2015-May 2015

- Worked with a cross-functional team from Westinghouse to develop a project to analyze global sales of parts to nuclear power plants
- Constructed extensive project documentation
- Delivered data analysis, detailed process maps of their sales process, and a proposal for a strategic re-positioning from transaction oriented to consultative, client-centric, and solution focused.
- Performed data analysis and presented synthesized findings through a story of the nuclear parts sales cycle
- Proposed strategy for the use of data analytics and implementation of a data visualization tools to improve customer satisfaction and increase sales

OTHER SKILLS

- Proficient with Microsoft Excel (including formulas, pivot tables, and V Lookup), Word, Visio and PowerPoint

- Basic knowledge with Adobe InDesign, Gimp, Tableau, HTML, and CSS