

# Robert Kreuser

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## Professional Summary

Business professional who is seeking to apply project management experience and 10 years of operational experience towards growth in a new sector, computer sciences.

## Experience

### Naviguard

Senior Patient Advisor June 2020 – Current

- Legacy advisor with knowledge multiple iterations of Salesforce and process changes relating to the investigating and setup up Naviguard member claims
- Mentor and peer coach for new and existing Naviguard Patient Advisors
- Responsible for Quality Peer Reviews of new and existing Patient Advisors
- Conduct interviews and provide feedback to management
- Act as Subject Matter Expert regarding ENRP and VIP Naviguard claims
- Conduct weekly Patient Advisor overview and check in meetings

### Optum

Transactions Operations Manager, Payment Integrity October 2017 – October 2019

- Manage a large team of Subrogation Investigators while establishing performance objectives, monitoring work production and metrics, conducting meetings and one on one discussions, and maintaining inventory and queue backlogs within turn-around times
- Leverage technology and process improvements to increase Subrogation output volumes for added claim recovery
- Utilize Vital Signs results and reporting to develop action plans for increased employee engagement and business responsiveness
- Utilize monthly and quarterly production metric reports to manage QVC attainment rates
- Responsible for maintaining Subrogation Investigations FTE recruitment activities based on current attrition forecasting including interviewing, hiring, and onboarding initiatives
- Responsible for the vetting, implementation, and resolution of SubroTrack technology enhancement submissions while prioritizing enhancements based on cost and FTE savings
- Present monthly operational KPI business reviews to high level leadership; providing insight into input/output volumes, FTE budgets, business line capital expenditures, and month over month variances/trends

### UnitedHealth Group

Senior Human Resources Operations April 2015 – October 2017

- Provided consultation to HCP's, managers, employees, and teams within Human Capital relating to Global Self Service while acting as subject matter expert for HR Ops Time and Labor
- Managed projects relating to HR Ops Time and Labor Application Functionality Changes
- Documented and mapped business processes while analyzing procedures to ensure that they would meet changing business needs while removing process inefficiencies
- Developed metrics used to determine inefficiencies and areas for improvement
- Gathered data through use of PeopleSoft Query Reporting to analyze, interpret, and manipulate data using pivot tables, pivot charts, v-lookups and macros for PeopleSoft data integrity
- Provided training and SME assistance to HR Ops team members while developing their critical thinking skills
- Offered consistent payroll disbursement with accurate record keeping of employee PTO and vacation accrual

