

David Murray

Experienced and Certified Lean Six Sigma Black Belt

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Certified Lean Six Sigma Black Belt with over 10 years of experience designing and implementing business processes to increase efficiency, lower costs and reduce risk. Strong business knowledge developed through various positions and roles. A customer focused, visionary change agent adept at leading others to think differently and develop creative solutions.

- Conceptual and analytical abilities with a demonstrated talent for decomposing complex processes or problems and assembling something less complex, more efficient and more effective
- Ability to see things from different angles, ask different questions and tease relevant information from people and data - all with a "why not" attitude
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects
- Excellent interpersonal and presentation skills including communicating complex issues to all levels of an organization
- Results-driven leader and facilitator who maintains a productive climate and confidently motivates, mobilizes and coaches team members

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Director, Continuous Improvement

MEDecision, Inc - Wayne, PA - December 2016 to Present

Medecision is population health management and Software as a Service company that services health plans, government programs, hospitals, physician groups and Accountable care organizations.

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Identify, lead, and execute the Continuous Improvement (CI) strategy via Lean and Six Sigma methods within the Data Analytics Client Success team to deliver quantified results

- Perform business assessment, planning, facilitation, execution of data management related CI initiatives and sustainment through standard work and procedures
- Champion the cultural transformation through the business by building effective matrix teams, driving involvement and supporting the Data Analytics Client Success Leader in talent development.

Continuous Process Improvement Consultant

DLL Group - Wayne, PA - September 2014 to November 2016

DLL is a global vendor finance company headquartered in Eindhoven, The Netherlands. It provides asset-based financial solutions in the agriculture, food, healthcare, clean technology, construction, transportation, industrial and office technology industries.

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The Global CPI Center of Excellence was responsible for the implementation and execution of Continuous Process Improvement (CPI) at DLL including governance, policies, training, coaching, certification, benchmarking and best practice sharing. Worked in the US, Netherlands, Canada, Mexico, and China.

- Develop and maintain global CPI methodology and training material

- Provide CPI training and certification on a global scale
- Develop and maintain a global DLL CPI knowledgebase containing best practices and new insights
- Drive CPI throughout DLL by identifying and exploiting all opportunities
- Establish and update the CPI Maturity Model and collaborate with DLL country organizations in the transformation to a more mature CPI culture
- Collaborate with DLL country organizations to achieve significant improvements to business processes that are linked to strategic goals (e.g., financial performance)
- Establish and lead a global network of SMEs for CPI projects

Business Process Engineer (Lean Six Sigma Black Belt)

Siemens Healthcare - Malvern, PA - January 2007 to July 2014

Siemens Healthcare is one of the world's largest suppliers to the healthcare industry. It is known for bringing together innovative medical technologies, healthcare information systems, management consulting, and support services, to help customers achieve tangible, sustainable, clinical and financial outcomes.

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Partnered with senior management, business leaders and process managers to identify and prioritize process improvement opportunities. Led complex projects in a matrix organization utilizing Lean Six Sigma (LSS) methodology and tools to help achieve business objectives and integrate process changes into the Quality Management System.

- Reduced cycle time from 4 weeks to 1 day, increased speed to revenue by 8% annualized, reduced process FTE expense by 90%, reduced product implementation methodology hours by 33.3%, increased speed to revenue by \$77K each month and established new concessions root cause analysis process valued at \$750M
- Defined global process management process and provided education to the organization on the process and the corresponding software application workflow
- Coached LSS Green Belts and provided LSS education to Siemens HS employees
- Developed the Siemens HS Problem Solving Standard and reference guides for Statistical Analysis and Non-Statistical Root Cause Analysis

Business Process Engineer (Process Manager)

Siemens Healthcare - Malvern, PA - November 2010 to January 2012

Drove global process management activities for management and support processes to help ensure the efficiency and effectiveness of the Quality Management System. Collaborated with senior management, process owners and other stakeholders to identify and prioritize process improvement projects.

- Developed new global Quality Requirement for Process Management
- Development team leader for the global Siemens HS process and change management tool, the single point of entry for all quality requirements, process flows, work instructions and templates

Product Manager and Standards & Regulatory Manager

Siemens Healthcare - Malvern, PA - February 2004 to January 2007

Managed company participation in the development of HL7 standards and provided strategic direction for the implementation of HL7 standards in all software products. Collaborated with industry colleagues in the development of interoperability standards

- Developed and managed the Siemens HS HL7 Roadmap
- Authored business requirements for OpenLink product support of interoperability
- Member of the HL7 Board of Directors and co-chaired the HL7 Marketing Committee

Senior Consultant

Siemens Healthcare - Phoenix, AZ - June 2002 to February 2004

Successfully managed MedStar's HIPAA Transactions, Code Sets and Identifiers (TCI) compliance project.

- Led and collaborated with MedStar staff to establish and improve processes to support a HIPAA TCI compliant environment
- Analyzed and reported on HIPAA regulations and Federal directives and the impact on MedStar
- Prepared and presented project status reports to MedStar senior management

HIPAA Project Manager

Arizona Department of Economic Security - Phoenix, AZ - February 2002 to June 2002

AZ DES is a government agency of the State of Arizona that works with families, community organizations, advocates and state and federal partners to realize our collective vision that every child, adult, and family in the state of Arizona will be safe and economically secure.

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Developed and managed the agency's HIPAA Strategic Plan and all HIPAA Project Plans.

- Directed the development of processes to support a HIPAA-compliant environment
- Prepared and evaluated RFPs for technical consulting, recommended \$2M+ purchases for hardware and software; managed all vendor contracts
- Developed and conducted training on HIPAA standards and the agency's HIPAA Strategic Plan

Director, Priorityclaims.com

IT Connections, Inc - Phoenix, AZ - January 2000 to January 2002

priorityclaims.com offered a fast, reliable and secure suite of applications including real-time eligibility, claims submission, claim status inquiry, referral and prior authorization request, and provider rosters to the healthcare provider community.

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Co-founder of priorityclaims.com responsible for Product Management, Project Management, and Marketing. Hands-on experience with UX, application workflow, business analysis, database design, security and programming.

- In 14 months, directed the design and development of the priorityclaims.com product
- System was sold in 2004 for \$1M

Manager of Market Alliances and Product Planning

Information Network Corporation - Phoenix, AZ - July 1999 to January 2000

Information Network Corporation (INC) provided information systems solutions for government managed care organizations. It offered claims and administrative systems, claims processing, data entry and imaging solutions, credentialing verification, medical and case management applications, data warehousing, and plan management services.

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Enhanced INC's market position by increasing revenues and profits, and improved product mix by developing and maintaining strategic business alliances with other firms and identifying and designing new products and services in the managed care information systems industry.

Account / Project Manager

Information Network Corporation - Phoenix, AZ - March 1997 to January 2000

Provided account and project management services for five managed care organizations in the provision of healthcare information systems and technology services. Managed client relationships throughout contract period by communicating and clarifying purpose, goals, and expectations in a way that positively influenced people and events. Developed project plans and tracked and resolved internal and external issues.

Account / Project Manager

Health Management Systems - New York, NY - May 1994 to March 1997

HMS offers a range of cost containment solutions to improve financial and health outcomes for organizations at risk. Using innovative technology and powerful data analytics, HMS helps clients reduce costs, increase quality, and achieve regulatory compliance.

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Responsible for account and project management activities in the provision of \$15-18 million annual data matching and TPL recovery services performed for state Medicaid agencies and managed care organizations.

- Worked directly with clients throughout the contract period to properly set client expectations and establish project scope, deliverables and schedules
- Performed business analysis and developed functional requirements, produced schedules and milestones, provided input for setting assignments and goals
- Reviewed technical specifications to ensure compliance with requirements and reviewed test plans to ensure that they adequately validate the requirements
- Communicated detailed complex technical and systems issues to non-technical audiences
- Conducted business and systems analyses and produced process maps, data flow diagrams, statistical analysis, business forecasting, and feasibility studies

EDUCATION

MPA

Arizona State University - Tempe, AZ

BS

Grand Canyon University - Phoenix, AZ

SKILLS

Continuous Improvement (10+ years), Lean Six Sigma (10+ years), Process Improvement (10+ years), Process Management (10+ years), Process Engineering (10+ years), Process Development (10+ years), Business Process Improvement (10+ years), Operational Excellence (10+ years), Operations Management (2 years), Quality Management (10+ years), Training & Development (5 years), Project Management (10+ years), Account Management (8 years), Management (4 years), Team Leader (10+ years), Business Analysis (10+ years), Minitab (10+ years), Cross-Functional Team Leadership (10+ years), Metrics (10+ years), Kaizen (10+ years), Value Stream Mapping (10+ years), Statistical Analysis (10+ years), Root Cause Analysis (10+ years), CAPA (10+ years), IT Governance (6 years), Software Development (10+ years), Scrum (3 years), Cmmi (5 years), Regulatory Compliance (5 years), FDA (5 years), ISO (10+ years), Statistics (10+ years), Matrix (10+ years), Statistical Process Control (10+ years), Visio (10+ years), Product Management (5 years), Integration (10+ years), Auditing (3 years), PLM (10+ years), Consulting (10+ years)

LINKS

<http://www.linkedin.com/pub/david-murray/0/630/919/>

CERTIFICATIONS/LICENSES

Lean Six Sigma Black Belt Certification

September 2008 to Present

Certified ScrumMaster

October 2009 to Present

Scrum Alliance

https://www.linkedin.com/company/871226?trk=prof-certification-org_name

Managing Successful Programmes (Program Management), Foundation certification

March 2008 to Present

AXELOS Global Best Practice

https://www.linkedin.com/company/4999764?trk=prof-certification-org_name

Capability Maturity Model Integration (CMMI), Certificate

October 2007 to Present

Software Engineering Institute | Carnegie Mellon University

https://www.linkedin.com/company/3146?trk=prof-certification-org_name

Business Process Modeling with ARIS Business Designer

January 2011 to Present

ARIS Business Designer

<http://www.softwareag.com/corporate/products/aris/bpa/overview/default.asp>

Internal Lead Auditor

July 2011 to Present

ISO Lead Auditor

October 2011 to Present

Siemens

Kepner-Tregoe Analytic Trouble Shooting

September 2009 to Present

<http://www.kepner-tregoe.com>

Siemens top+ Operational Excellence program

February 2008 to Present

GROUPS

American Society for Quality

ADDITIONAL INFORMATION

Motorcycling, Harley-Davidson, kayaking, technology, reading, history, paranormal science, music.... I am interested in everything!