

# DAVID E. HALE

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## PERSONAL STATEMENT

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**What I do is take a business process, break it down into its constituent parts and redesign it, analyze how to improve the process and what can be automated, and either personally automate or project manage the automation, then conduct retrainings on the redesigned workflow, while creating end-to-end documentation & onboarding material to ensure smooth operations in both current and future states.**

## WORK EXPERIENCE

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### Oscar Health Insurance

New York City, NY

*Operations Analyst (Level 3), Process Design and Tech Strategy*

August 2021 - Present

- **Configurations Analysis:** Charged with uncovering, scoping, and fixing issues in the claims adjudication process. Notable achievements include identifying \$12 million dollars in overpayments across ~120,000 claims paid out incorrectly from misconfigured automations and implemented fixes to allow for recoupment.
- **Workflow Design:** Scope new workflows, designs and sets requirements for what can/should be automated based on project requirements, and acts as liason between Engineering, Legal, Contracts, Operations, and other departments to ensure smooth and rapid deployments.
- **Troubleshooting and Issue Scoping:** In response to Medicare audits found source of mis-adjudicated claims in tech stack, fixed automations, and retrained processors in correct workflow resulting in corrections of payment errors totaling ~ \$500,000.

### MTA, Transit Adjudication Bureau

New York City, NY

*Data/System Analyst (Consultant)*

November 2020 - August 2021

- **Project Manager:** Charged with overseeing all coordination and triaging of MTA IT Projects for all updates to proprietary MTA IT systems. Responsibilities included identifying requirements, defining acceptance criteria, performing QA UAT, creating documentation for, and performing user trainings on the new software updates.
- **Data Analyst:** Designed and built, and maintained both financial and operational reports on the ~ 30,000 summonses issued/month and their payments using PowerBI, Oracle SQL, and Excel.
- **Operations SME/Superuser:** Performed quality audits to verify data quality and proper processes of both internal users and external vendors.

### Alternative Transportation Systems, LLC.

Boston, MA

*Business Analyst*

June 2019 - November 2020

- Designed and built business processes automations including payroll, employee recertification and testing, and scripted KPI report generation resulting in ~10% reduction of manual office workload. Created, modularized, and modernized, a system of scripts into a source controlled library to serve these automations using Python, ODBC, SQL, JavaScript, and Google Apps Script.
- Designed and deployed an app using Google Apps Script and AppSheet and integrated with Atlassian API to trigger, triage, and track vehicle maintenance and repair work. This app processes over 1,600 data points/day from 50+ users/day, resulting in faster data flow, expediting preventative maintenance actions by up to a month.
- Designed and built a live profitability tracker used by c-suite management to measure operational efficiency, income, and profit margins using SQL, Google Apps Script, Google Maps API, and Google Sheets.
- Automated invoice generation in a scalable trackable, and maintainable practice using a Google Sheets interface, allowing nontechnical staff to configure over 30 different rate types across 80+ contracts in a centralized cloud-based solution, completely replacing the manual billing calculation workflows.

## SKILLS

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Programming:	Python, R, JavaScript, Google Apps Script, SQL, BigQuery, Git, Clasp, REST API
Processes:	Issue Triaging, Project Management, UAT & QA, Automation, Documentation, User Trainings, Troubleshooting, Data Analytics

## AWARDS

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### Oscar Hackathon Q3 2022

August 2022

Won first place in Operations Excellence for React App using Regex to identify types of medical codes.