DAVID E. HALE

New York City, NY · Hale.David.Edward@gmail.com · (203)-460-2168 · LinkedIn Link

WORK EXPERIENCE

Oscar Health Insurance   New York City, NY
Operations Analyst (Level 3), Process Design and Tech Strategy   August 2021 - Present

- Charged with developing new workflows, deciding what can/should be automated, writing and handing off technical requirements to engineering team.

- Responsible for creating, standardizing, automating, and maintaining new workflows for claims proccessing in accordance with both optimizational efficiency improvments, and

- I take a workflow, break it down into its constituent parts, analyze how to improve it, and either personally automate the parts that can be automated, or project manage the engineering team in the development of the new automation, and train processors on any remaining manual parts, and create end-to-end documentation.

- Responsible for designing, automating, and implementations of new workflows for adjudicating health insurance claims, as well as training insurance claims processors in new workflows.

- In response to Medicare audits, found source of mis-adjudicated claims in tech stack, fixed automations, and retrained processors in correct workflow.

- Automated analyses resulting in freeing up ≈ 6 person team for other analysis.

- Hand picked for SWAT team working on company wide claims adjudication issues.

- Identified $3.8 Million dollars in overpayments and ~120,000 claims paid out incorrectly from misconfigured automations and implemented fixes to allow for recoupment.

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 internal systems. Responsiblities included identifying requirements, defining acceptance criteria, performing QA UAT, creating documentation for, and performing user trainings on the updated software.

- Data extraction expert. Generated all reports, KPI's, and adhoc analyses used for deciding public policy with outside organizations including NYC City Hall and and the NYPD.

- Business Analyst for workflow improvement/proprietary software improvements. Responsible for creating documentation and writing up system improvements.

- Conducted QA tests and approval for software improvements before introduction to production environment.

- Designed, built, and produced weekly, monthly, and annual reports using SQL and Microsoft PowerBI.

Alternative Transportation Systems, LLC.   Boston, MA
Business Analyst   June 2019 - November 2020

- Designed and built business automation processes 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

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

Oscar Hackathon Q3 2022 August 2022

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