David E. Hale

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Personal Statement

I take a business process, analyze and resdesign it based on what can be automated efficiently, and either personally automate or project manage the automation, then retrain staff and create end-to-end documentation & onboarding material ensuring smooth, scalable solutioning.

Work Experience

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 claims adjudication processes. Notable achievements include identifying $12 million in overpayments across ~120,000 claims due to misconfigured automations and implemented recoupment fixes.
- Workflow Design: Established new workflows, defined and set 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 cause of mis-adjudicated claims in tech stack, fixed issues, and retrained staff resulting in $\sim$ $500,000 of payment corrections.
- Winner of the 2022 Q3 Oscar Hackathon for Operations Excellence: Won first place in category for the creation of a React App using Regex to identify types of medical codes.

MTA, Transit Adjudication Bureau — New York City, NY
Data/System Analyst (Consultant) — November 2020 - August 2021

- Project Management: Charged with overseeing all coordination and triaging of MTA IT Projects for all updates to proprietary MTA IT systems. Responsiblities included identifying requirements, defining acceptance criteria, performing QA UAT, documentation, and performing user trainings on the new software updates for 100+ users.
- Data Analysis: Designed, built, and maintained both financial and operational reports on the $\sim 30,000$ summonses issued/month and their payments using PowerBI, Oracle SQL, and Excel.
- Operations SME/Superuser: Performed quality audits to verify data integrity and proper processes of both internal users and external vendors of the 1,000 daily summonses processing.

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 $\sim 10\%$ 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.
- Created 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

Education — Wooster, OH

College of Wooster — September 2015 - June 2019
***Bachelor of Arts** in Mathematics and Philosophy, Economics Minor*

- Scholarship: Melcher P. Fobes Scholarship for high academic achievement
- Honor Societies: Omicron Delta Epsilon (Economics) and Phi Sigma Tau (Philosophy)
- GPA: 3.5/4.0