David E. Hale

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Personal Statement

I take a business process, analyze and redesign it based on what can be automated efficiently, and either personally or project manage its automation, while creating end-to-end documentation & onboarding material to ensure smooth, stable, and scalable solutioning.

Work Experience

Oscar Health Insurance   New York City, NY
Operations Associate (Level 4), Process Design and Tech Strategy   *November 2022 - Present*
Operations Analyst (Level 3)   *August 2021 - October 2022*

- Configurations Analysis: Charged with uncovering, scoping, and fixing issues in claims adjudication processes. Notable achievements include identifying and recouping $12,000,000 in overpayments across $\sim$120,000 claims due to misconfigured automations and implemented production fixes.

- Workflow Design: Established new workflows, defined and set technical requirements for what can/should be automated based on project requirements, and acts as liaison between Engineering, Legal, Contracts, Operations, and other departments to ensure smooth and rapid deployments.

- Generated $200,000 in annual admin savings or 5,200 manhours by automating authorization workflows.

- Created $1,200,000 annualized savings in compliance penalties and salary spend by implementing continuous automated claims adjustments via integrating Python, BigQuery, and internal API's.

- 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 issue prioritization of MTA IT Projects for all updates to proprietary MTA IT systems. Responsibilities included requirement gathering, 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 $\sim 50,000$ summonses issued/month and payment status 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 $\sim$1,000 daily summonses processing.

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

- Reduced manual office workload by 10% by designing, building, and deploying business process automations including payroll, employee training, and KPI reporting. Created, modularized, and modernized said processes into a source controlled library using Python, ODBC, SQL, JavaScript, and Google Apps Script.

- Engineered 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, processing over 1,600 data points/day from 50+ users, thereby reducing maintenance wait time by 30 days.

- Created a live profitability tracker for c-suite management measuring efficiency, income, and profit using SQL, Google Apps Script, Google Maps API, and Google Sheets across 80+ contracts and 50 routes.

- 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 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   *May 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