Chad Richter

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SUMMARY OF QUALIFICATIONS

- Proficient in SQL, Python, Tableau, and Excel
- Three years of experience performing sophisticated analysis activities, including defining, measuring and communicating core operational metrics
- Seven years of experience building and leading exceptional, customer obsessed teams
- Proven track record of partnering with business leaders to scope and deliver data, reporting and analytics requirements

EDUCATION

General Assembly, **Data Science Immersive**   December 2021
- 500 hour full-time immersive covering Machine Learning, including regression and classification, natural language processing, big data, and unsupervised learning methods

Bachelor of Science in Business, **Business Administration**, University of Phoenix   August 2016
- Administration focused
- Projects based on Lean Six Sigma

RELEVANT WORK EXPERIENCE

Oscar Health, *Phoenix, AZ*   December 2020 - July 2021
Analytics Manager, Claims Operations
- Led a team of three Operations Analysts and 12 Configuration Analysts
- Partnered with business leaders to scope and deliver data, reporting and analytics requirements
- Managed configuration of network contracts in claims adjudication system using Python based coding language
- Created self-service tools and dashboards for operational stakeholders, facilitating a successful rollout with robust documentation and training sessions
- Supported Network Strategy partners by attending Joint Business Reviews with healthcare providers to facilitate contract implementation and review high risk claims and disputes

Amazon, *Phoenix, AZ*   October 2016 – June 2020
Program Manager, Amazon Transportation Services
- Led a team of three Program Managers and four Regionals Operations Managers
- Managed the launch and scaling of Amazon's internal startup for vendor inbound transportation business, including lane and site launches, day-to-day operational performance, and attainment strategy
- Project lead on a large-scale collaboration with a nationwide 3PL to launch externally managed warehouses to facilitate consolidation of LTL shipments for national inventory placement
- Partnered with product and software development teams to build tech roadmap for operational rollout
- Represent the operations team on weekly, monthly, and quarterly business reviews

Area Manager, Transportation Operations Management
- Managed transportation needs of the PHX3 Fulfillment Center, implementing transportation team from the ground up; cutting the cost of third party security and yard spotter services
- Led team of five Leads and thirty Associates providing 24/7 operational support
- Liaison between fulfillment center operations leadership and central transportation support teams

University of Phoenix, *Phoenix, AZ*   May 2011 – October 2016
Financial Aid Operations Manager, Refunds Team
- Led a team of twelve Financial Aid Officers and one Lead performing regular 1:1 coaching and development to ensure that production and quality standards were met or exceeded
- Managed daily labor plan to ensure SLAs were met for all processing workflows
- Worked as process engineer to facilitate transition to new financial aid processing system
- Led employee engagement committee, hosting quarterly award ceremonies and team building events for the department