

KELSEY RUSH

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EXPERIENCE

Chief of Staff

Grand Rounds | San Francisco, CA

October 2019 - Present

- + Work alongside the CEO and executive team to expand reach, lead strategic initiatives, and maintain the operational rhythm of the business.
- + Execute the planning and integration activities for a wide range of business management growth projects:
 - + Finance: coordinated fundraising round diligence, resulting in \$175M investment led by The Carlyle Group
 - + HR, Operations & Workforce Planning: executed OpEx & Gross Margin reduction initiative
 - + Product Strategy: re-envisioned Expert Medical Opinion product for market fit and member experience
 - + Operations: launched new approach to supporting largest customer, standing up specialized Service Delivery pods to rapidly scale surge capacity; resulted in call abandonment decrease of 20%, and a 95% reduction in Answering Service roll-over
- + Create a culture of experimentation and refinement by scaling cross-functional programs including OKRs and quarterly business reviews.

VP, Platform Product Management

Change Healthcare | San Mateo, CA

May 2018 - August 2019

- + Own Product Management for Change Healthcare's consolidated Intelligent Medical Network, creating a more efficient, stable, scalable, and automated platform that processes over 20 million transactions a day, connecting 100,000+ Submitters and 3,000+ Payers in the US healthcare system.
- + Leverage SAFe and DevOps principles to deploy an AI empowered, blockchain enabled, medical clearinghouse in AWS, supporting a variety of transaction types including Eligibility, Claims & Remittance, and Attachments.
- + Collaborate with peers and listen to customers to establish strong relationships. Practice and preach the benefits of taking a customer-centric, Design Thinking approach to product management.
- + Lead a diverse and highly engaged team of Product Managers and Product Owners that practice inclusion to drive innovation and exceptional customer experience.

VP of Product

Univfy | Los Altos, CA

October 2017 - May 2018

- + Responsible for Univfy's award winning platform, which leverages machine learning to deliver personalized outcome prediction and payment options for IVF treatment.
- + Owned product strategy to foster and grow engagement of the product, taking ideas from concept to market and into the hands of fertility patients and providers.
- + Established business tools, standard operating procedures, and agile methodology to drive Series A growth.
- + Designed and curated Product collateral, including a Launch Guide and User Handbook, as well as internal documentation for business and technical requirements.

Director, Platform Product Management

Change Healthcare | San Mateo, CA

June 2014 - October 2017

- + Directed product management for Change Healthcare's Payment Platform, spanning the consumer payments and B2B payments portfolios with a specialty in Member Payments.
- + Managed user interaction layers, data visualization, reporting, insights, and machine learning capabilities within the platform. Focused on building to scale through APIs.
- + Built connections between Sales, Marketing, Product Strategy, and Executive Leadership to recruit customers and channel partners/re-sellers as Strategic Development Partners.

Manager, Operations

Oracle Corporation | Burlington, MA

October 2010 - May 2014

- + Acted as Business Unit Chief of Staff, driving operational management for Oracle's 1,700 employee Health Sciences Global Business Unit.
- + Supported metrics-based decision making and business transparency by facilitating Business Process Excellence programs that include Quarterly Business Reviews and Balanced Scorecards.

Founder & Managing Partner

Divvy Dot Consulting Group | Lexington, MA & Palo Alto, CA

May 2010 - December 2015

- + Consulted with private, public, and non-profit organizations to design, document, and deliver business systems that enhance innovation, efficiency, and productivity.



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EXPERIENCE CONTINUED

Business Analyst

Phase Forward | Waltham, MA

November 2009 - October 2010

- + Analyzed annual review process and deployed a revamped Performance Appraisal System to automate data collection across the international workforce and simplify data management. Drill-down capability and real-time visibility of workforce performance for management team.
- + Automated the collection, workflow, and approval of global department forms to meet regulatory and data privacy requirements via branded 'HR eForms' solution. Transitioned from paper copy to electronic storage for 5k forms during the first 6 months. Expanded human capital management and succession planning visibility by implementing interactive org charts to complement the Human Resources Information System.

Performance Coach

Clarix, LLC | Radnor, PA

April 2009 - November 2009

- + Designed the Performance Coaching Program to give employees opportunities to discover strengths (MBTI, Gallup's StrengthsFinder 2.0), explore role-fit, have engaged career development conversations, train for succession planning, and receive integrated feedback.
- + Acted as Performance Coach for 93 members of global business unit, including international employees.
- + Produced a "Performance Portal" intranet site for sharing tips, individual and team performance dashboards displaying KPIs, training materials, case studies, videos, discussion boards, employee-led-feedback tools, and collaboration workspaces for marketing best business practices.

Product Manager, Interactive Response Technology (IRT)

Clarix, LLC | Radnor, PA

May 2008 - April 2009

- + Collaborated with clients to deploy highly-regulated IRT systems for optimal functionality, including consultation regarding investigational product supply algorithms, complex randomization schemes, study schedules, and drug dispensation, for over 30 Phase II and III clinical trials.
- + Led clients and cross-functional project teams through the Software Development Life Cycle to deliver interactive software systems within industry-leading timelines.

Owner

phillydogspot | Philadelphia, PA

April 2007 - May 2008

- + Applied entrepreneurial spirit, and college savings, to open a neighborhood dog-centric services company; success measured by loyal customer base, consistent revenue growth, and profitable sale of company.
- + Molded business model by developing brand image, marketing plan, and customer service philosophy. Accountable for day-to-day operations, including accounting and financial management, customer experience, employee engagement, supply management, and purchasing.
- + Cultivated relationships with employees, vendors, and clients to build a best-in-breed business.

Director, Clinical Research & Quality Improvement

The Wound Clinic | Broomall, PA

July 2005 - May 2006

- + Centralized the clinic's focus on researching, documenting, publishing, and maintaining quality of care standards for the management of chronic wounds. Published national standard in academic journal.
- + Implemented the clinic's strategic use of an electronic medical record to maximize surgical scheduling efficiency by 34%.
- + Authored computer-administered patient questionnaires to collect data on compliance and health-related quality of life (HRQoL) in order to integrate quality measurement into clinical practice.

EDUCATION

Stanford Graduate School of Business | Palo Alto, CA

March 2017 - April 2017

d.school Design Thinking Executive Bootcamp: From Insights to Innovation.

Bryn Mawr College | Bryn Mawr, PA

May 2006 - May 2007

Certificate. Postbaccalaureate Premedical Program.

Universidad Popular Autónoma del Estado de Puebla | Puebla, Mexico

January 2003 - April 2003

Dartmouth College | Hanover, NH

September 2001 - June 2005

Bachelor of Arts. High Honors.

Major: English Literature. Senior Fellow.

PUBLICATIONS

Chronic wounds of the lower extremity: a preliminary performance measurement set. *Journal of Plastic & Reconstructive Surgery*. January 2008.

Narrative Writing: A Physician's Tool for Understanding the Adolescent Illness Experience. Presented at: Dartmouth Hitchcock Medical Center Grand-Rounds (June 2005), and Presented at the National Cystic Fibrosis Annual Conference (October 2005).