

# TYRONE A. GRIFFIN, MBA

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## SUMMARY

Analytics and Operations Manager specializing in corporate strategy and data analysis, known for forecasting and trend analysis resulting in streamlined processes, cost savings, performance optimization and improvements in strategic planning. Highly skilled in strategic planning, creative problem solving, and undertaking complex projects.

## CORE COMPETENCIES

- Financial Management
- Operations Strategy
- Data Analytics
- Technical Expertise

## PROFESSIONAL ACHIEVEMENTS

### Financial Management

- Worked with Plan senior leadership to achieve required workforce reductions and develop cost-saving projects.
- Managed the annual administrative budget development process and tracked monthly expenses, holding cost center managers accountable.
- Developed extensive Excel and Access financial models to analyze hospital contracts and support regional market network negotiators.

### Operations Strategy

- Key Performance Indicator Forecasting
- Managed tracking, monthly review and reporting of annual cost saving initiatives with senior leadership accountable for each workstreams
- Created claim utilization-based analysis methodology and healthcare analytics dashboards.
- Developed methodology for analyzing plan performance.

### Data Analytics

- Project pre-planning metrics and post-implementation analysis reporting.
- Developed interactive dashboards for analyzing monthly metrics by product and platform
- Develop interactive monthly performance dashboards for the affiliate, direct media and retargeting marketing programs for both US and globally-based teams.

### Technical Expertise

- Created methodology, models and user interface to track the performance statistics of 300+ national accounts sales staff and compare to annual membership, sales, seepage and financial targets using **Access**.
- Developed pricing and forecasting models in **Excel** as well as interactive forms using creative conditional formatting, vlookups, hlookups, drop down menus and indexing
- Using **SQL**, developed monthly, quarterly and on-demand reports to ensure federal Healthcare compliance.

## WORK HISTORY

AT&T, Atlanta, GA

2015 - Present

### Lead Manager, ECommerce

- Project pre-planning metrics and post-implementation analysis reporting.
- Key Performance Indicator Forecasting
- Developed interactive dashboards for analyzing monthly metrics by product and platform

**KAISER PERMANENTE, Atlanta, GA**

**2014 - 2015**

**Financial Consultant, Financial Planning and Analysis**

- Worked with Plan senior leadership to achieve required workforce reductions and develop cost-saving projects.
- Managed tracking, monthly review and reporting of annual cost saving initiatives with senior leadership accountable for each workstreams.
- Redesigned financial capital and IT resource request process to improve scrutiny, flexibility, due diligence and compatibility with regional financial objectives in **Excel**, including an interactive request form using creative conditional formatting, vlookups, hlookups, drop down menus.

**INTERCONTINENTAL HOTELS GROUP, Atlanta, GA**

**2011 - 2014**

**Senior Analyst, Performance Marketing Analytics**

- Developed interactive monthly performance dashboards for the affiliate, direct media and retargeting marketing programs for both US and globally-based teams using Google Analytics, Omniture and Commission Junction .
- Created campaign wrap up analytics summaries
- Developed annual budget allocations by region, campaign type, country, vendor and spend trendlines.

**KAISER PERMANENTE, Atlanta, GA**

**2009 - 2010**

**Program Director / IT Liaison, Strategy & Operations Analytics**

- Managed technology team, focusing on individual needs to identify opportunities for growth.
- Partnered with IT managers to develop more consistent and efficient support of the business needs.
- Created claim utilization-based analysis methodology and healthcare analytics dashboards.
- Developed methodology for analyzing insurance plan performance.
- Partnered with internal senior manager to analyze provider network rightsizing initiative and develop individual member, group customer and corporate communication strategies.
- Created methodology for analyzing geographic patterns of care.

**AMERIGROUP COMMUNITY CARE, Atlanta, GA**

**2007 - 2009**

**Finance Manager**

- Managed the administrative budget development process and tracked monthly expenses, worked directly with cost center managers to understand the drivers of their P&L costs.
- Developed Excel forecasting models to mimic the claim payment methodology of central mainframe computers.
- Developed monthly, quarterly and on-demand reports for submissions to Department of Children's Health and submitted annual Healthcare Effectiveness Data and Information Set (**HEDIS**) results to ensure federal compliance.

**AETNA HEALTH PLANS Hartford, CT and Atlanta, GA**

**1989 - 2007**

- **Senior Financial Consultant**
- **Medical Economics Consultant**
- **National Accounts Planning Coordinator**
- **Database Marketing Consultant**
- **Business Systems Analyst**
- **Customer Financial Analyst**

**EDUCATION**

**MBA, Finance, University of New Haven**  
**BS, Accounting, Southern Connecticut State University**