

PROFESSIONAL EXPERIENCE**Amazon, 2015 – 2022****People Experience & Technology (HR)****Director, Global Time Away Strategy, June 2021 – June 2022**

- Established Amazon's first dedicated benefits strategy team for time away and family care benefits
- Crafted a multi-year strategy to deploy a child and family care portfolio featuring subsidies, on- and near-site care and assistive tools
- Initiated a comprehensive review of time away programs globally, re-tooling employee-facing policies and communications

Director, Benefit & Leave Services, September 2015 – May 2021

- Led a team of over 2,000 Amazonians delivering leave, disability, accommodation and benefit services to a population of >1 MM, in >50 countries
- Implemented Amazon's global benefit suite for pregnancy and parental leaves.
- Crafted a multi-year strategy to co-source, then insource and integrate disability, leave of absence and ADA accommodation, on a bespoke Salesforce-based claim management system
- Established service delivery hubs in the US (Las Vegas, Nashville and Seattle), Costa Rica (San Jose) and India (Pune, Delhi, Hyderabad)
- Led development of an integrated data lake, to provide data-driven insights into plan design, strategic program development and operations (capacity planning, staffing, outcome and impact dashboards, risk/cost analysis)
- Grew a robust specialty case management offering, including a staff-model ASL program, and specialty teams for benefit services, bereavement, vocational rehabilitation, job coaching, blind/low vision and mental health
- Developed a global career pathing program to enable cross-functional and cross-border talent development
- Reduced delivery costs while improving the employee experience
- Partnered with Global Benefits in vendor selection and management activities (Health & Welfare, Life, EAP, Pharmacy, etc.)

Buck Consultants (a division of Xerox), 2007 – 2015**Benefit Consulting****National Lead, Absence & Productivity Solutions**

- Provided national leadership for specialty benefits consulting with some of America's largest and most respected companies, as well as disability and leave of absence administrators
- Designed and implemented adopted methodologies for claim audits, vendor performance assessment and remediation, plan design impact modeling and program structure development

Mercer Health & Benefits, 2000 – 2007**Benefit Consulting****National Specialty Lead, Absence Management**

- Provided regional and national leadership for specialty consulting in a broad range of health and productivity areas, including occupational and non-occupational disability, leave of absence, and integrated health and disability initiatives

CORE, Inc., 1992 – 2000**Leave & Disability Services****Senior Vice President**

- Responsible for strategic development and leadership for analytic, product, marketing, investor relations & communications programs
- Led clinical content development, and implementations, for SaaS duration guideline product

Key Competencies

- Benefit Strategy & Design, U.S. and Global
- Benefit Operations, U.S. and Global
- Benefit, leave, disability & accommodation compliance
- HRIS & Tech Implementations
- Global & remote team leadership
- Business lifecycle management (operational plans, budgets, staffing and capacity models)
- Mechanisms and metrics for benefits program performance (WBR, MBR, QBR, KPIs, etc.)
- Benefits vendor selection, management & performance remediation
- Business continuity & disaster recovery playbooks
- Self-funded benefit plans (STD, Childcare, EAP, etc.)
- Occupational illness & safety (OHS, Workers' Comp, etc.)
- Union negotiations and benefit platform development
- Claim & process audits and assessments
- Sensitive legal and escalated case situations
- Employee Relations (HR) Investigations & Resolution
- Expert testimony (depositions, Attorneys General inquiries, etc.)
- Public speaking, executive leadership & industry presentations

Senior Analyst & Project Manager

- Specialized in the integration of disparate databases, including eligibility, health care claims, carve-out and captivated plan records, disability, payroll and life insurance data
- Developed cohort group comparison methodologies

Massachusetts Eye & Ear Infirmary, 1980-1986

Medical Research

Statistical & Program Assistant, Cooperative Cataract Research Group

- Coordinated the development of a new clinical research program, scientific methodologies (see publications) and facility, including analysis of clinical research data, site construction, staffing and obtaining research funding from the National Institutes of Health & Harvard Medical School

OTHER LEADERSHIP ROLES

- Amazon, Employee Services Lead, COVID Response Team; 2020-2021
- Amazon, Employee Services Lead, COVID Vaccination Task Force; 2020-2021
- National Business Group on Health, Leave Optimization Employers Forum (chair and co-chair positions); 2018-2020
- Mercer, 9/11 Response Task Force, 2001

PUBLICATIONS

Chylack LT Jr, Rosner B, **White O**, Tung WH, Sher LD. Standardization and analysis of digitized photographic data in the longitudinal documentation of cataractous growth. *Curr Eye Res.* 1988 Mar

Bettelheim FA, Castoro JA, **White O**, Chylack LT Jr. Topographic correspondence between total and non-freezable water content and the appearance of cataract in human lenses. *Curr Eye Res.* 1986 Dec

Bettelheim FA, Ali S, **White O**, Chylack LT Jr. Freezable and non-freezable water content of cataractous human lenses. *Invest Ophthalmol Vis Sci.* 1986 Jan

Chylack LT Jr, Rosner B, Garner W, Giblin F, Waldron W, Wolfe J, Leske MC, **White O**. Validity and reproducibility of the Cooperative Cataract Research Group (CCRG) cataract classification system. *Exp Eye Res.* 1985 Jan

Chylack LT Jr, Ransil BJ, **White O**. Classification of human senile cataractous change by the American Cooperative Cataract Research Group (CCRG) method: III. The association of nuclear color (sclerosis) with extent of cataract formation, age, and visual acuity. *Invest Ophthalmol Vis Sci.* 1984 Feb

Chylack LT Jr, **White O**, Tung WH. Classification of human senile cataractous change by the American Cooperative Cataract Research Group (CCRG) method: II. Staged simplification of cataract classification. *Invest Ophthalmol Vis Sci.* 1984 Feb

EDUCATION

Bachelor of Arts, Scripps College, 1980; Phi Beta Kappa

Collegiate Research:

Senior Thesis, Memory in Deaf Children, 1980

NIH-funded project, Aging and Cognitive Function, 1978-1980

Western Psychology Association Presentation, Images of Women in Advertising, 1980

Internship Project, Comparative Communication Styles of Men and Women, 1980