

ROBERT L. UNDERWOOD

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EDUCATION

American University, Washington, D.C., Master of Science in Analytics, June 2017

Relevant Coursework: Database and Big Data, Applied Managerial Statistics, Business Intelligence, Business Insights Through Analytics, Predictive Analytics

Carnegie Mellon University, Pittsburgh, PA, Bachelor of Science in Mathematical Sciences, May 2009

SKILLS

Analytics: Data Analysis, Data Mining, Data Modeling, Data Visualization, Business Intelligence, Database Design

Software: R, Python, Tableau, Oracle SQL, Microsoft SQL Server, Microsoft Access, Excel, Power BI

ACADEMIC PROJECTS

Email Marketing Data Group Project, January 2017 – June 2017

- Analyzed email marketing data – both company and third-party data – to build a model that could predict email responses while reducing the total emails sent by over 50% and presented to company representatives
- Identified 15 variables out of 300 in the third-party dataset that resulted in a response rate outside of the average response rate and cleaned the data to create a new dataset for modeling
- Built, trained, and compared various models to identify how many emails would need to be sent to retain 80% of responses

Predictive Analytics Term Project, January 2017 – March 2017

- Identified and transformed variables in infant birth weight dataset in R to build models that could predict weight and provided suggestions

AU Personal Care Group Project, October 2016 – December 2016

- Created a visual analytics tool in Tableau to identify key salespersons, customers, and products to maximize profit and minimize inefficiencies
- Summarized sales patterns and reported outlying high-performance month

WORK EXPERIENCE

Fannie Mae, Herndon, VA, Junior Peoplesoft Developer, June 2018 – February 2019

- Updated over 700 test scripts using Peoplesoft Test Framework
- Reviewed team interfaces and updated internal database with new interface control documents

FDM Group, New York, NY, Data Analyst Trainee, March 2018 – May 2018

- Received additional training in SQL including Oracle SQL and Microsoft SQL Server
- Trained and completed projects using SSIS and SSAS
- Completed a data visualization project using Power BI to create a sales dashboard

Dollar Bank, Pittsburgh, PA, Video Banking Teller, September 2015 – March 2018

- Consistently and accurately serviced banking needs remotely
- Promoted machine functions via branch visits, leading to a 75% increase in customer usage
- Built and maintained a new schedule template which reduced time spent completing schedules by 50%

Allegheny Valley Bank, Pittsburgh, PA, Bank Teller, October 2014 – August 2015

- Serviced various financial concerns from customers and performed transactions
- Recommended products and services based on customer's needs and history

Servicelink, Moon Township, PA, Quality Control Analyst, Apr 2011 – Aug 2013

- Reviewed broker price opinions, desktop housing appraisals, and other related documents
- Exceeded review goals consistently by 50% while maintaining a 97% accuracy rate, resulting in progressive responsibility to review reports from three different clients
- Reviewed test reports from a potential client resulting in the awarding of the contract and a 25% increase in volume