

Robert L. Underwood

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Education

American University, Washington, DC

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, Database Design

Software: R, Python, Tableau, Oracle SQL, Access, Excel (including Pivot Tables and VLookup), Power BI

Academic Projects

Email Marketing Data Group Project, January 2017 — June 2017

- Used email marketing data from the company and a third-party dataset of over 300,000 former customers to build, train, and compare various models, one of which was capable of retaining 80% of responses to an email marketing offer while reducing the emails sent by over 50%.
- Identified 15 variables out of 300 in a third-party dataset that resulted in a response rate outside the average response rate and cleaned the data to create a new dataset for modeling.

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 birth weight and provided suggestions.

AU Personal Care Group Project, October 2016 — December 2016

- Created a visual analytics tool in Tableau to identify sales patterns, key salespeople, customers, and products to improve company performance.
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Work Experience

XLA, Washington, DC

Data Analyst, August 2019 — Present

- Analyzes complaints submitted through multiple sources, log summaries in Access, and forwards complaints to officers for follow-up action as needed.
- Researches specific complaints using other internal databases and case logs.
- Assists in developing and testing new functions to increase productivity and reduce turnaround time.

Fannie Mae via FDM Group, 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.
- Completed a data visualization project using Power BI to create a sales dashboard.

Dollar Bank, Pittsburgh, PA

Video Banking Teller, September 2015 — March 2018

- Serviced banking needs remotely from customers at 11 locations in three states.
- Promoted machine functions via branch visits leading to a 75% increase in customer usage.
- Built and maintained a schedule template in Excel which reduced the time spent completing schedules by 50%.

Allegheny Valley Bank, Pittsburgh, PA

Bank Teller, October 2014 — August 2015

- Serviced various financial concerns from customers and recommended products and services.