

# Robert L. Underwood

Website: <https://www.robertlunderwood.com> | Email: [robertlunderwood@protonmail.com](mailto:robertlunderwood@protonmail.com) | Arlington, VA

## Objective

Experienced data analyst with proven ability to optimize processes and deliver solutions using analytical and technical skills. Capable of learning new skills quickly to solve problems.

## Education

### Master of Science in Analytics

#### American University

Washington, DC, June 2017

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

### Bachelor of Science in Mathematical Sciences

#### Carnegie Mellon University

Pittsburgh, PA, May 2009

## Skills

**Analytics:** Data Analysis, Data Mining, Data Modeling, Data Visualization, Database Design

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

## Work Experience

### Data Analyst

#### Capgemini Government Solutions

Washington, DC, March 2020 — Present

- Monitors five mailboxes for various issues and logs cases in Access or Excel.
- Optimized overdue case reports for clarity and brevity leading to closure of 97% of overdue cases.
- Trains new employees on mailbox duties and case management.

### Data Analyst

#### XLA

Washington, DC, August 2019 — March 2020

- Analyzed complaints submitted through multiple sources, log summaries in Access, and forwards complaints to officers for follow-up action as needed.
- Researched specific complaints using other internal databases and case logs.
- Assisted in developing and testing new functions to increase productivity and reduce turnaround time.
- Enforced new procedure for accurate data entry.

### Junior Peoplesoft Developer

#### Fannie Mae

Herndon, VA, 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.

### Data Analyst Trainee

#### FDM Group

New York, NY, 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.

### **Video Banking Teller**

#### **Dollar Bank**

*Pittsburgh, PA, 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 new schedule template which reduced the time spent completing schedules by 50%.