

# Robert William Roberts

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## – SKILLS –

Data visualization (Excel, PowerBI, Tableau)  
Programming (SQL, R, Python, C#, Java)  
Data Warehousing

Financial Planning  
Project Management  
Problem Resolution

## – CERTIFICATIONS –

**Google Data Analytics Certificate** *Google / June 2024*

**The Complete SQL Bootcamp 2022: Go From Zero to Hero** *Udemy / July 2022*

**Microsoft Office Specialist Excel 2016** *Microsoft / April 2019*

## – PROJECTS –

**Alternative Fuel Trends for Cars in California** *Excel / August 2024*

Combined and cleaned publicly available datasets to analyze trends in alternative fuel vehicle adoption among California drivers. Developed visualizations to highlight key insights into fuel type preferences and usage patterns.

**COVID-19 in San Francisco** *Excel, SQL, Tableau / September 2022*

Prepared and cleaned a public dataset for analysis, importing them into SQL to run complex queries. Leveraged Tableau to create dynamic visualizations highlighting trends in reported cases, deaths, and vaccine administration.

## – WORK EXPERIENCE –

**U.S. Bank** *Foster City, CA / July 2021 - Present*

*Client Relationship Consultant III, Client Relationship Consultant IV*

- Leverage data-driven insights to surpass 120% of monthly revenue goals, implementing a digital-first approach to enhance client relationships.
- Collaborate with cross-departmental teams to refine processes, enhance client experience, and align with organizational goals.
- Navigate client issues and complaints while motivating the team to continue achieving metrics when acting as interim branch manager.
- Conduct financial analyses to identify opportunities for portfolio growth, contributing to increased branch revenue and client retention.
- Developed a KPI tracker that was adopted across multiple branches to track sales, digital connections, and outbound calls, leading to increased productivity.
- Trained colleagues in bank procedures and systems following the acquisition of Union Bank in 2023.
- Nominated by direct manager for company-wide employee recognition award two years in a row.

**BevMo!** *Colma, CA / September 2017 - July 2021*

*Sales Associate, Lead Associate, Shift Manager*

- Onboarded and mentored 10+ new associates in both in-store and e-commerce responsibilities.
- Assisted in integration of a new e-commerce platform following the acquisition by GoPuff, collaborating with teams to align processes and ensure data consistency.
- Analyzed product movement data and partnered with upper management to develop and implement organization strategies, leading to a 10x increase in product movement efficiency.

## – EDUCATION –

**San Francisco State University** *San Francisco, CA / December 2019*

*Bachelor of Science in Business Administration, Concentration in Information Systems*