

# ROBERT SMITH

## Business Associate I

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Business Data Analyst at a publishing house, where data changes faster than creative ideas. Business expansion calls for new infrastructure to accommodate growing data, unprecedented process of transitioning data flow and databases.

### NOVEMBER 2012 - JULY 2015

#### BUSINESS ASSOCIATE I - ABC CORPORATION

- Designed promotional campaigns, strategized social media channels, established public relations for client acquisition at trade shows through corporate communications.
- Conducted market analysis to establish technology product differentiation parameters, presented key business insights to senior management.
- Analyzed sales data to assess the effectiveness of promotions, identified and reconciled missing payments.
- Performed customer services to maintain existing client relationships  
Established multi-grants accounting system to manage a total of \$1.5+ million grants in compliance with CFR.
- Facilitated grant-awarding research and proposals to bring in funding for the company.
- Processed payroll, electronic deposits, and vendor payments monthly.
- Worked within the Business Excellence Group that spearheaded the Six Sigma methodologies.

### 2010 - 2012

#### BUSINESS ASSOCIATE - ABC CORPORATION

- 303) [] Assist customers with the completion of applications; advise them of their rights and responsibilities; send appropriate notices to customers for action taken on cases.
- Coordinate and direct clients to obtain necessary information, follow-up with clients and re-evaluate their eligibility status.
- Process changes in the State of Colorado OIT Mainframe that are reported on cases through phone, mail and personal contact.
- Develop and maintain good communications with clients, community partners and coordinating agencies.
- Determine eligibility and update changes to customers cases within mandated deadlines in State of Colorado OIT Mainframe.
- Make referrals to customers needing additional services such as Food Assistance, Cash Programs, Housing, etc.
- Attend training to maintain/enhance knowledge and professionalism..

## **EDUCATION**

Master of Business Administration in Marketing and Management - (SUNY at Stony Brook - Stony Brook, NY)

## **SKILLS**

Excel, Access, Outlook, MySQL, Tableau, R, QuickBooks.