

## **Lacey Robbins**

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### **SUMMARY**

Business Intelligence Analysis with 17 years of experience in data entry, process optimization, and cross-functional leadership across healthcare, logistics, and order fulfillment. Proficient in SQL, data cleaning, reporting, and workflow automation. Led teams of 5–12, improved operational efficiency, and supported development to streamline systems. Strong background in data visualization, problem-solving, and stakeholder communication, with proven ability to deliver data-driven insights that reduce errors, enhance productivity, and support strategic decision-making.

### **SKILLS**

SQL | Data Cleaning & Transformation | Data Visualization (Tableau) | Salesforce Data Management | Data Analysis & Reporting | Spreadsheet Analysis (Excel, Google Sheets) | Python | Workflow Automation | Database Management | Healthcare Data Standards (ICD-9/10)

### **TECH PROJECTS**

#### **Superstore Returns | TripleTen Bootcamp, 2025**

##### [Tableau Superstore Returns](#)

- Created interactive Tableau dashboards to analyze sales, return rates, and profit trends across multiple dimensions.
- Applied data cleaning, transformation, and calculated fields to prepare datasets for visualization.
- Developed compelling data stories to highlight operational inefficiencies and recommend actionable improvements.
- Tools: Tableau, Excel, SQL

#### **Superstore Returns | TripleTen Bootcamp, 2025**

## [Tableau Superstore Analysis](#)

### **Superstore Profits | TripleTen Bootcamp, 2025**

- Built an interactive Tableau dashboard using the Superstore dataset to analyze low-profit products and subcategories across regions.
- Created calculated fields and applied data transformations to measure profit margins, highlight unprofitable trends, and uncover operational inefficiencies.
- Designed dynamic visuals and filters to guide stakeholders in identifying improvement opportunities and making data-driven decisions.
- **Tools:** Tableau, Excel, SQL

## **EXPERIENCE**

### **Rinchem Global Chemical and Gas Logistics** — Albuquerque, NM

#### **Order Fulfillment Supervisor** (10/2020 – Present)

**Skills Used:** Staff Supervision, Performance Monitoring, Data Analysis & Reporting, Process Improvement, Cross-Department Collaboration, Workflow Automation

- Supervise and coordinate order fulfillment operations for a team of 5+ employees, applying workflow automation tools and manual workflow to ensure on-time delivery and high order accuracy.
- Led feedback and testing for the internal Runlist Manager system, GOR automation, reducing manual recordkeeping and streamlining information flow .
- Analyzed and validated multi-format data from emails and automated systems to identify orders and provide high level of customer satisfaction.
- Partnered with warehouse operations teams to troubleshoot issues and implement process adjustments as needed that improved delivery speed and order accuracy.
- Collaborated with technical teams to enhance Salesforce systems in the Order Fulfillment Department, including knowledge input for the GOR and Runlist Manager system build.

### **Mountain View Regional Medical Center** — Las Cruces, NM

#### **Office Administrator / Certified Medical Assistant** (04/2013 – 04/2020)

**Skills Used:** Certified Medical Assistant, EMR Systems, Clinical Assistance, Patient

## Scheduling, Prior Authorizations, Records Management, Staff Coordination, Administrative Operations

- Assisted physicians in-office during general surgery procedures, ensuring sterile technique, equipment readiness, and patient safety.
- Verified patient insurance information and obtained prior authorizations, reducing treatment and billing delays.
- Stocked and organized medical supplies to maintain operational readiness for daily procedures.
- Oversaw staff scheduling, timekeeping, and clinic operations to maximize efficiency in a high-volume medical environment.
- Managed financial transactions, daily deposits, and past-due collections in alignment with HIPAA regulations.
- Created and redesigned administrative documents, improving recordkeeping accuracy and streamlining daily workflows.

## **Argus Pet Center & DCI Plasma Center** — Las Cruces, NM

**Front Office / Kennel Worker / Lab Technician & Three-Area Certified Trainer** (10/2010 – 04/2013)

**Skills Used:** Laboratory Procedures, Quality Control, Data Entry, Customer Service, Staff Training, Specimen Processing

- Performed laboratory testing, specimen processing, and equipment maintenance, ensuring quality control in veterinary and plasma center operations.
- Managed scheduling, client communications, payment processing, and records management to support operational continuity.
- Conducted phlebotomy, donor screening, and eligibility checks in compliance with regulatory standards.
- Trained and mentored staff across donor floor, reception, and laboratory to increase operational consistency and maintain compliance.

## **EDUCATION**

**TripleTen Bootcamp** — Business Intelligence Analysis Program, 2025

**University of New Mexico (UNM)** — Certificate in Applied Business Science,  
Concentration in Project Management, 2025

**New Mexico State University (NMSU)** — Coursework in Business, Associate Degree Track,  
2019-2020

National Healthcareer Association/Vista College – Certified Medical Assistant (CMA), 2016