Richard Blankenhorn

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Objective

To utilize my passion, graduate level education and hands-on coding school experience to transition in to a career in data analytics while leveraging my brokerage and customer service experience.

Hands-on development experience with the following technologies

- Web Development: Ruby on Rails, HTML, CSS, Bootstrap

- Analytics: Python, R, SAS, SQL

- Development Tools: RubyMine, PyCharm, Git & GitHub, R Studio, SAS Studio, SAS Enterprise Miner, SQL Developer, Shell, Pivotal Tracker

Education

Dakota State University - Masters in Data Analytics (2015-2017)

DaVinci Coders - Building the Toolbelt of a Junior Ruby on Rails Engineer

University of Missouri - Columbia - BSBA Finance

Code Resources

GitHub: https://github.com/RichardBlankenhorn Resume App: richardblankenhorn-resume.herokuapp.com

CodeEval: https://www.codeeval.com/profile/rblank25

Project Examples

1. **Stock Tweet Analysis:** In this project, I wrote a program using Python to extract information from tweets related to Bank of America stock and to conduct sentiment analysis. The tweets were read in from a JSON file and organized in to a list of dictionaries. Once the dictionaries were obtained, the date/time, content and user-assigned sentiment were extracted from each tweet. Sentiment analysis was conducted for tweets in which there was no user-assigned sentiment by comparing the number of positive versus negative words in each tweet. Tweets were then organized in to positive, negative and neutral dictionaries along with their counts and then visualized through Matplotlib pie charts and line charts. Git Hub Source

2. **IMDB Web Scrapping:** In this project, I wrote a program using Python to generate URLs for the IMDB web site based upon a yearly range and number of movies (user input). The details of these movies were then extracted from these URLs and added to a JSON file and a CSV file. This program utilizes the BeautifulSoup package in Python. Git Hub Source

3. **Kosovo Data Analysis:** The goal of this analysis is to provide evidence in favor of or against the argument that the NATO bombing campaign caused a large number of individuals to flee their homes and country. The data sets used in this analysis were obtained from the HRDAG website at https://hrdag.org/kosovo-data/. The data consists of several migration data sets along with NATO airstrike activity, KLA activity and pcodes for various municipalities. Git Hub Source

<u>Work Experience:</u>

Financial Services Representative II (Senior Broker): Scottrade, Inc 2011 - Present

- Manage the option expiration report for short, unhedged option positions in order to mitigate risk to Scottrade. This weekly process has allowed Scottrade to reduce the risk to clients and the company by monitoring short option positions due to be assigned, analyzing risk potential and closing out high risk positions.

- Collaborate with senior management to develop a more efficient phone routing system for the service center. This involves researching and analyzing incorrectly routed calls to determine why they were routed incorrectly and how the issue can be resolved. This process has allowed Scottrade to better service clients in that clients are directed to the appropriate representative who is able to meet the clients need.

- Manage a new interactive training manual for new hires, which is designed to provide new hires with pertinent and easily accessible information that is needed on a daily basis. This new training manual has allowed new hires to grow in their roles much faster and achieve a higher comfort level in the early stages of their employment. This new manual has also cut back on hold times for clients in that employees do not need to search through our site or contact back office departments to obtain answers.

Financial Services Representative I: Scottrade, Inc 2009 -2011

- Developed and implemented training for new hires. New employees first receive training out of our headquarters and are then provided with on the floor training, with representatives such as myself, before they are on their own. Through interactive role playing and one on one mentorship, new hires are able to put their corporate training in to practice, develop a better understanding of their roles and obtain a greater level of confidence before they are put out on the floor.

- As part of a written communication team, I have developed chat and email blankets that are used when responding to client questions, concerns or complaints. These blankets or templates enable employees to respond to common questions but in a very detailed and informative manner. These templates also have cut down on research time and have allowed employees to respond to a larger number of customer inquiries in a shorter amount of time.

- Proactively research and report erroneous procedures and practices to upper management in order to obtain greater efficiency. In many cases, there is a disconnect between service center employees and back office employees with regard to procedure and policy. This disconnect can lead to an unpleasant customer experience and loss of business. By researching and reporting this disconnect to upper management, communication between front end and back office employees is enhanced, which has lead to a better customer experience and greater efficiency when processing customer requests.

Mutual Fund Networking: Scottrade, Inc 2006 - 2009

- Manage daily reports for mutual fund transfers, networking and reconciliation. Efficiently managing these reports has led to a higher turnaround in terms of processing internal and external mutual fund transfers.

- Proactively provide branch office and service center employees with new or complex information pertaining to recent mutual fund reorganizations or changes. When mutual fund companies liquidate funds, process corporate actions or make complex distributions, branch office and service center employees have found it difficult to quickly find the needed information to answer client questions about these corporate actions or changes. Proactively providing this information cut down on time spent on research, incoming call volume from branch office and service center employees and has allowed these employees to consistently provide a great customer experience.

- Developed written procedures pertaining to the Mutual Fund Networking position at Scottrade. These written procedures not only helped new hires assimilate in to their roles, but also played an integral role in the switch to Omnibus processing. By developing these written procedures and presenting them to upper management, management was able to easily answer questions about our mutual fund networking procedures when meeting with third party vendors related to the Omnibus switch.