RYAN M. IRVINE

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**OBJECTIVE**

With exceptional problem-solving and critical thinking skills, I work to provide data cleaning and analysis solutions for medium and large-size companies. My communication and interpersonal skills further allow me to work both independently and in a group. I am experienced in project organization and execution.

SKILLS & ABILITIES

* Advanced Excel
* Word
* PowerPoint
* SQL
* Python
* SharePoint
* PageCenter
* Customer Service
* Data Cleaning
* Data Analysis

**EXPERIENCE**

Sales Analyst, Tri Star Freight System 2018 - Present

Houston, TX

* Prepare spreadsheets, graphics, and word documents as required for reporting, analysis, documentation, and presentations.
* Identify, document, and implement reporting processes & scorecards to effectively gauge company performance metrics.
* Maintain close and ongoing relationships with clients with timely response to issues.
* Communicate sales reporting and sales forecasting to Management.
* Collect, analyze, evaluate, and report data in order to increase sales productivity.

Customer Advocate Reporting Analyst, MOHELA 2013 - 2017

St. Louis, MO

* Created reports that reflected productivity and output data on department. This material was provided to upper management to regulate productivity and adhere to departmental and company standards.
* Provided daily, weekly, and monthly reports used for audits by the US Department of Education.
* Analyzed trends among client accounts to identify and implement policy improvements.
* Trained subordinate employees in new policies that enhanced workflow and productivity.
* Collaborated with interdepartmental management to resolve complex issues on borrowers’ accounts.

Travel Consultant, Conexions Loyalty Travel Solutions 2012 - 2013

St. Louis, MO

* Facilitated booking travel arrangements using the customers’ reward points.
* Assisted clients from different credit card companies, including Citi and Chase, in creating travel arrangements and resolving concerns.

**EDUCATION**

Lindenwood University – St. Charles, MO – Bachelor of Arts:

* Double Major in Political Science & Public Relations
* Minor in Philosophy

**LEADERSHIP**

* Boy Scout Eagle Award recipient, 2007
* Student Athlete Council Member, Lindenwood University, 2007-2011
* Extensive public and professional speaking experience

**PROFESSIONAL REFERENCES**

**Stephanie Bockstruck**

*Customer Advocacy Team Manager, MOHELA*

636.733.3700

**Angelina Neulist**

*Customer Advocacy Team Supervisor, MOHELA*

314.724.8957

**Allison Milner**

*Bilingual Customer Advocate, MOHELA*

636.357.442