Robert Shane Bell

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Work Experience

UPS – Quality Assurance BP   August 2021 – Present

- Created the SQL queries used to populate the Pilot Records Database for FAA compliance.
- Responsible for processing ad-hoc data requests related to flight training, creating new reports as needed, and maintaining/running legacy reports that are still in use.
- Developed multiple SQL queries and reports for quarterly and annual data reviews.
- Created report to determine if required data was missing in the training management system to avoid compliance issues. The report is now used daily.

UPS – TAPS Administrative Assistant   February 2020 – August 2021

- Responsible for reporting on inventory and productivity data for the TAPS.
- Developed new reports in Excel and Access and automated reports that were previously done manually.
- Created documentation for other roles at TAPS to help newer employees accomplish daily job functions.
- Responsible for coverage of multiple employees' positions.
- Dispatched incoming TAPS SMC incidents to the correct team member.
- Prepared TAPS budget for 2021.

YUM! Brands – Global Technology Risk Management Intern   June 2019 – August 2019

- Responsible for the management of tickets on the Security Administration team, working with ticketing systems including Service Now, and myRequest.
- Created documentation for the service desk to enable them to complete more complex tickets in the myRequest system.
- Responsible for cleaning up multiple large excel files so that the data would be more accessible.
- Created internal assessments to ensure that GTRM services were ready to be provided.
- Helped cover a Sr. Analyst position while they were away on vacation.

UPS – Part-time Supervisor   March 2018 – February 2020

- Responsible for ensuring employees are productive and safe throughout the workday and that all packages are in their correct destinations before the end of the sort.
- First supervisor chosen to move into the new automated small sort facilities where I trained over 30 employees who reported to me on the new technology and bagging procedures.
- Supervisor of the month for December 2018.

UPS – Package Handler   June 2014 – March 2018

- Consistently top performing feeder loader, and NGSS sorter.

Education

Thomas Edison State University – Information Technology   Present

- Current Senior Standing – 6 remaining credits

Skills

- Understanding of HTML, CSS, JavaScript, and Bootstrap
- Strong with SQL
- Strong with Microsoft Office Suite Products
- Data Visualization using Power BI and Power Pivot
- Data Wrangling with SQL, Power Query, and Power Pivot
- VBA – Macros and Formulas
- Strong analytical and problem-solving skills
- Can work independently or in a team