**BENJAMIN ROBERTS**

901.292.4887 – BenRobertsMemphis@gmail.com – Memphis, TN 38120

**SUMMARY OF SKILLS**

• Reporting / Report Automation

• Financial/Data analysis

• Data Management

• MS Excel, Access, VBA

• HTML,CSS,SQL

• ColdFusion, JavaScript

• Creative thinking / problem solving

• SAP Business Objects

• SAS Base/EG

• SAS Programming/Macros

• SharePoint

**EDUCATION**

B.B.A. Business Finance - University of Memphis – 2010

**NOTABLE ACCOMPLISHMENTS**

Led analysis and contributed to operations projects resulting in over $8 million in increased revenue and a long-term, sustained decrease in accounts receivable.

Aided in the transition from legacy reporting to Business Objects by fostering communication between the business and IT, assisting in ETL, data / report requirements development, rebuilding legacy reports and designing new reports in Business Objects.

Led the automation of more than 40 hours worth of manual processes resulting in reduced overhead, fewer errors, and faster response times.

Led a project to improve and streamline operations involving IT systems, warehouse operations, sales, accounting, and customer service. Designed and implemented new SOP’s while acting as a liaison/coordinator between departments. The project resulted in reduced shipping and billing errors, lower AR, more efficient use of warehouse space, and increased customer satisfaction.

Developed documents and conducted training for end users in SAS, SQL, and Excel.

**EXPERIENCE**

**Business Systems Analyst - Data Management Specialist**

**Feb. 2012 – Present**

*Accredo – Express Scripts*

• Designs and develops reports and data extracts for business users to aid in the tracking and analysis of KPI, sales, revenue, productivity, and reimbursement data using SAS, SQL, Excel dashboards, Access databases, Business Objects, VBA macros, and SharePoint sites.

• Responsible for report automation using SAS, SQL, Business Objects, HTML/CSS, ColdFusion, and VBA.

• Works cross-functionally and with all levels of management to determine and define business requirements for reporting tools and data extracts/analysis.

• Act as liaison between Snr Management, IT, and multiple COE’s in support of projects, analysis, and process improvment.

• Analyzes data and financial metrics to identify trends, anomalies, and inefficiencies.

• Manages data in support of Billing and Reimbursement, Financial Analysis, and Process Improvement.

**Account Executive Aug. 2011 – Feb. 2012**

*Robert Half Technology*

• Developed and grew client base through marketing services and needs analysis.

• Responsible for properly servicing and maintain client accounts.

• Negotiated contracts and payment terms with clients.

**Agent Feb. 2011 – July 2011**

*Tri-States Financial*

• Expanded current business through telemarketing and on-site client visits.

• Determined clients’ current needs and helped to anticipate future needs in order to make appropriate recommendations.

• Helped clients navigate complicated financial contracts.

**Intern Sept. 2010 – Jan. 2011**

*New York Life*

• Expanded current business through telemarketing and on-site client visits.

• Determined clients’ current needs and helped to anticipate future needs in order to make appropriate recommendations.

• Explained insurance policies and annuities.

• Provided exceptional customer service.

**Full-time student Aug 2009 to Dec. 2010**

*University of Memphis*

**Marketing Director March 2005 – July 2009**

*Smartliving, Inc.*

• Managed sales and accounting teams and coordinated with other departments.

• Provided regular reports and sales analysis to management and other functional areas.

• Negotiated short-term and long-term contracts with local/national vendors and customers.

• Trained sales, service, and warehouse staff.

**STRENGTHSFINDER**

Achiever • Analytical • Competition • Context • Restorative

**CERTIFICATIONS**

GLO-BUS Business Strategy team member, Top 100 Global Companies

TVA Investment Challenge Club Member

SAS Programming Course from U of M School of Public Health

Microsoft Office Specialist

Microsoft Certified Application Specialist