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# Parker Oakes

## Professional Goal

To resolve profit-gaps in commerce by designing and developing innovative, interactive and machine-learning applications and solutions that humanize customer and client needs.

### **Programming & Software**

R: Base R & Rstudio  
MySQL  
HTML 5  
CSS 3  
Git Version Control  
Linux Bash Shell  
Windows CMD Shell  
Microsoft Power BI  
Excel, Word & Power Point

### **Data Methodologies**

Exploratory Data Analysis  
Bootstrapping & Hypothesis Testing  
Unsupervised Machine Learning  
Regression Modeling  
Task & Report Automation  
Reproducible Research  
Interactive Data Visualization  
Web Scraping  
Extract – Transform - Load

### **Professional Skills**

Project Management  
Time Management  
Self-Starter  
Inter-Department Collaboration  
Excellent Customer Service  
On-Boarding Employee Training  
Microsoft Excel Training  
Corporate Software Training  
Entity and Business Research

## Personal Experience

- Used unsupervised machine learning techniques to discover underlying reasons for employee absenteeism using data from the University California Irvine Machine Learning Repository.
- Created an automated web scraping software to daily extract and report top-one-hundred selling books from an online book selling service.
- Performed exploratory data analysis on the Department of Commerce/ NOAA weather data to determine: which types of storm events are the most harmful considering population health, and which have the greatest economic consequences across in the United States.
- Used R programming to perform text mining and hypothesis testing in the Biblical book of Romans (KJV).
- Developed Microsoft Power BI interactive dashboard using a dataset provided by “HADS” (Housing Affordability Data System) to determine the affordability of housing units and the housing cost burdens of households relative to median incomes, poverty level incomes and fair market rents.

## Education

### **University of Memphis**

GPA: - / 4.0

2020 - Pending

### **B.S Business Administration**

All needed transfer documentation and approvals have been obtained to start classes in the Spring 2020 semester.

### **Southwest Tennessee Community College**

GPA: 3.49 / 4.0

2016 - 2018

### **Associates of Science**

Cum Laude

## Certifications

### **Johns Hopkins University/ Coursera**

R Programming  
Getting & Cleaning Data  
Exploratory Data Analysis  
Reproducible Research  
Regression Models

### **Super DataScience/ Udemy**

Microsoft Power BI

### **Data Camp**

Business Process Analytics in R  
Introduction to Tidyverse



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### **Key Corporate Achievements**

- Received a corporate “Above and Beyond” award for increasing customer first contact resolution above the 74% national average by bringing to production a corporately branded customer relationship management and analytics system. This system uses research-based metrics, processes and automated dashboarding and reports for daily operations staff accountability and senior staff review of multiple corporate office interactions with customers across the United States.
- Optimized weekly economic reporting 50% by implementing data life cycle management processes. This was accomplished in the creation stage by developing an annually required corporate class covering operational reporting for 500+ employees and the publication stage by constructing documentation and processes that guarantee on-time distribution of 200+ weekly reports.
- Received national corporate award for “Excellence in Customer Service”.

### **Work History**

#### **Assistant Operations Coordinator**

**March 2013 - Present**

##### **LEDIC Realty Company**

Reports to COO and Operations Coordinator for corporate projects and serve multiple departments by data collecting, analyzing and reporting.

- Use R programming, Windows CMD scripting and Microsoft Power BI to analyze and aggregate company’s customer data based on research-based performance metrics.
- Use Microsoft Excel and VBA to extract data from reporting software to distribute 200+ weekly economic reports to internal senior staff and clients in a comprehensive and editable format.
- Use Microsoft Excel and VBA to extract and calculate employee bonuses based on property actual versus budgeted financial performance.
- Perform inter-department collaboration and business entity research to obtain financial instruments (e.g. indemnity bonds and irrevocable letters of credit) regarding property utility accounts.
- Manage and audit sub-market and property liability reports for reporting accuracy and consistency.
- Train on-boarding employees in customer service requirements and provide crafted supplemental and referenceable material to ensure new employee accuracy and competency.

#### **Executive Assistant to CEO**

**November 2012 – March 2013**

##### **Gateway Group Personnel/ LEDIC Realty Company**

Reported to CEO and COO in new business development CRM reporting, client data and administrative functions.

- Managed database of 50+ ongoing prospective clients to distribute new business development data to our chief officers and supportive staff throughout the company.
- Created corporate and new business development physical filing system and structure.

#### **Office Manager**

**June 2011 – November 2012**

##### **Alluvian Construction**

Reported to the business partners in office administrative duties, sales forecasting, project oversight and DOT regulation compliance.

- Maintained DOT regulation compliance by enforcing randomized drug-screening and communicating DOT standards in business standard operating procedures.
- Performed full administrative functions in accounts-receivable, accounts-payable, payroll and financial reporting.
- Performed construction project oversight during owner absence to direct and maintain operational standards, project deliverables and guarantee expenses did not exceed project budget.