

Robert Gorman

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PROFESSIONAL SUMMARY

AWS Certified Cloud Practitioner with a strong foundation in Google Cloud Platform, in addition to AWS and version control (Git/GitHub). M.S. in Business Analytics and 5+ years working with data systems for 7,000+ users in an academic research environment. Skilled in Python & R-based data pipeline development, SQL database management (MySQL, PostgreSQL, MS SQL Server, Salesforce NPSP), and business intelligence reporting. Developed automated ETL pipelines and built Data Visualization in Tableau. Seeking to apply analytical expertise to healthcare data and research operations.

TECHNICAL SKILLS

Programming & Analytics: Python (Pandas, NumPy, Scikit-learn), R, SQL, JavaScript, PowerShell, Bash, ETL Development, Object-Oriented Programming, Statistical Analysis, Predictive Modeling, Machine Learning, VBA

Database & Data Management: MySQL, PostgreSQL, MS SQL Server, Salesforce (NPSP), Relational Database Design, Query Optimization, Data Warehousing, Data Pipeline Development, Data Quality Control, Data Mining

Business Intelligence & Reporting: Tableau, Power BI, R-Shiny, SSRS, Custom Report Development, Dashboard Creation, Data Visualization

Cloud & Platforms: AWS, Google Cloud Platform, Cloud DNS, Infrastructure Management, ServiceNow API Integration

EDUCATION

M.S. Business Analytics – Concentration in FinTech

Aug 2023 – Aug 2025

Rutgers University, Camden, NJ

Graduate Research Projects: Developed ETL pipelines processing 10,000+ record datasets; built predictive models using Python and R; created interactive dashboards in Tableau and R-Shiny for business intelligence reporting

B.S. Business Management / Computer Science

Sept 2016 – Jan 2021

Rutgers University, Camden, NJ

DATA ANALYTICS & DEVELOPMENT PROJECTS

Big Data Analytics Research Project – Python, Pandas, Scikit-learn, Jupyter, Statistical Analysis

github.com/rbtgorman/BigDataAnalyticsCourse_FinalProject

- Conducted large-scale data analysis on research datasets as part of M.S. Business Analytics curriculum
- Developed Python-based data processing pipelines handling datasets with 10,000+ records
- Applied statistical methods and ML algorithms (decision trees, logistic regression, ensemble methods)

Customer Churn Prediction & Analytics Platform – Python, Machine Learning

github.com/rbtgorman/MachineLearning-Application_Course

- Built an ML App analyzing 10,000+ customer transactions to find spending patterns and predict customer churn
- Developed ETL pipelines with Python (Pandas, NumPy) for data extraction and transformation.
- Implemented predictive models using decision trees and logistic regression

European Football Performance Dashboard – Tableau, R-Shiny, Statistical Analysis

github.com/rbtgorman/elo_ratings_tableau

- Built interactive dashboards in both Tableau and R-Shiny, analyzing longitudinal performance data
- Demonstrated expertise in time-series data visualization and trend analysis across multiple variables
- Applied statistical methods to identify patterns in competitive performance metrics over a 10-year period

PROFESSIONAL EXPERIENCE

User Services Support Specialist III – IT Department

June 2021 – Present

Rutgers University, Camden, NJ

- Provide technical support for 7,000+ users in academic research environment, coordinating with research faculty on database and system needs
- Collaborate with the web development team on WordPress database integrations and user access systems, along with participating in application development projects
- Assist with developing and altering Python and PowerShell automation scripts for data extraction and report generation
- Troubleshoot MariaDB/MySQL database connectivity and performance issues for campus applications; perform query optimization and monitoring
- Support the telecom and classroom/events teams with AV troubleshooting and data jack infrastructure maintenance