

# Robin Kelsick II

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Data analyst with experience in technology and project-based learning, currently completing the Google Data Analytics Certificate. Skilled in data visualization, reporting, and problem-solving with expertise in Excel, SQL, and Tableau. Seeking a data analytics role with opportunities for growth, collaboration, and advancement toward data science within a dynamic, data-driven organization.

## RELEVANT SKILLS & EXPERTISE

**Tools/Languages:** Spreadsheets, SQL (BigQuery & Postgres), Tableau, R (RStudio), Supabase

**Data Management:** Data Collection, Data Cleaning, Data Structures, Data Analysis, Data Visualization, Data Ethics

**Productivity & Collaboration:** Microsoft 365 Suite, Google Workspace, Slack, Zoom, Microsoft Teams, Discord, Loom

**Data & Development Tools:** Kaggle, DBeaver, DataGrip, Visual Studio Code, Azure DevOps

**Project & Workflow Management:** Jira, Confluence, ServiceNow, Zendesk

**Strengths:** Analytical Problem-Solving, Collaboration & Cross-Team Communication, Data Accuracy & Integrity, Attention to Detail, Project Management, Technical Troubleshooting, Adaptability, Process Optimization, Customer Empathy

## DATA ANALYSIS PROJECTS

### (Optional) Project of Your Choosing [LINK]

MM/YYYY

- Cleaned and analyzed a dataset on [subject of your choice - e.g. COVID statistics] in [tool of your choice - e.g. BigQuery, MySQL, MSSQL], creating views with data subsets to analyze [specific variables - e.g. growth/change over time, differences across regions/countries, etc.]
- Imported views to [Microsoft Excel/Google Sheets] to clean and format data for use in visualizations
- Created various visuals in [tool of your choice - e.g. Tableau, Power BI, Excel], including [bar charts, line graphs, and a map chart/other visuals], to display data conclusions, then compiled them into an interactive dashboard

### Data Analytics Capstone Project [LINK] • Google Data Analytics Professional Certificate

MM/YYYY

- Imported 12 Excel datasheets with millions of entries into R, then used tidyR package to clean the datasets and prepare them for analysis
- Joined all of the datasets together, created subsets of the data, and converted each attribute to the proper data type before performing analysis to find differences between members and casual customers
- Developed visuals using the ggplot2 package to display the analysis results and provide meaningful conclusions for stakeholders to implement

## PROFESSIONAL EXPERIENCE

### Call Center Agent • Vericast, San Antonio, Texas (Remote)

09/2025 - Present

- Supported members of Peak Credit Union and Rockland Trust Bank by resolving account discrepancies, loan inquiries, and online banking issues while maintaining strict compliance with financial data-security standards.
- Analyzed customer account data and call metrics to identify recurring system or policy issues, contributing to a 12% reduction in average handle time and improved first-call resolution.
- Documented 50+ daily customer interactions in CRM systems with 100% data accuracy, generating reports that informed weekly performance and quality audits.
- Partnered with cross-functional teams to escalate fraud concerns, refine communication scripts, and enhance client retention across both financial institutions.

### Career Break / Independent Work

12/2024 - 09/2025

- Completed a variety of short-term and independent roles and developed transferable skills in customer communication, problem-solving, and time management across multiple work environments.

### IS Support Specialist I • University of Kentucky, Lexington, Kentucky

02/2024 - 12/2024

- Diagnosed and resolved 50+ weekly user issues for social workers and mental health professionals, improving system accessibility and data accuracy across multiple state platforms.
- Streamlined technical support workflows by documenting recurring issues and updating internal knowledge bases, reducing redundant tickets by over 20%.
- Analyzed support ticket data to identify trends in login and certification issues, leading to targeted training materials that decreased average resolution time.

- Communicated complex IT concepts in clear, user-friendly terms, empowering non-technical professionals to independently navigate key systems.
- Maintained consistent sub-24-hour response times through proactive prioritization and ticket-tracking dashboards, improving overall client satisfaction and compliance.

**CMS Help Desk (Contract)** • *Senture LLC, London, Kentucky (Remote)*

**05/2023 - 02/2024**

- Diagnosed and resolved 50+ weekly user issues for social workers and mental health professionals, improving system accessibility and data accuracy across multiple state platforms.
- Handled 100+ inbound calls daily, providing technical support to insurance agents on account access, eligibility verification, and system navigation for CMS platforms.
- Verified and updated sensitive policy and enrollment data across multiple systems, ensuring compliance and data integrity for Medicaid, Blue Cross Blue Shield, and United Healthcare.
- Collaborated with Tier 2 and engineering teams to escalate and document recurring technical issues, supporting data-driven improvements to internal workflows.
- Maintained a 95% customer satisfaction rate by combining accuracy, empathy, and efficient troubleshooting within strict SLA response times.
- Monitored and recorded call metrics and case resolutions to identify recurring system errors, contributing to weekly performance reports and issue-tracking analyses.

**Data Integration Support Specialist** • *Bitwerx, Lexington, Kentucky*

**12/2021 - 05/2023**

- Executed 100+ data conversions using proprietary software to migrate, validate, and standardize client data between SQL and cloud environments.
- Deployed and maintained secure data agents on client servers, monitoring performance and connection health via Azure infrastructure.
- Collaborated with developers, QA, and sysadmins to diagnose conversion and integration issues, driving efficient resolutions through Jira and DevOps workflows.
- Validated data accuracy and schema consistency across PostgreSQL and MS SQL databases using DataGrip and DBeaver.
- Partnered with the Data Standardization team to streamline data-cleaning workflows and ensure compliance with internal formatting standards.

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**EDUCATION, CERTIFICATES, & CERTIFICATIONS**

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**Google Data Analytics Certificate** • *Merit America, Virtual*

**02/2026**

- Cultivated skills in the **collection, transformation, organization, and visualization** of data in order to draw conclusions, make predictions, and drive informed decision-making
- Completed **hands-on labs** and a **capstone project** (case study) to master the art and science of asking questions, preparing, processing, analyzing, visualizing, and acting on data as encountered in real-world scenarios
- Collaborated with training cohort to gain proficiency in team-based **project management, task prioritization, problem-solving**, and frequent use of **Google Workspace** tools.

**Full-Time Software Development Program** • *Awesome Inc., In-Person*

**12/2021**

- Completed an intensive, project-based program covering full-stack development, version control, and Agile collaboration.
- Gained hands-on experience with programming fundamentals, APIs, databases, and deployment workflows using Git, VS Code, and cloud-based tools.
- Built collaborative capstone projects demonstrating real-world problem-solving, teamwork, and iterative design.

**Forensic Psychology** • *Eastern Kentucky University, Richmond, Kentucky*

**12/2019**

- 89 credits completed.
- **Relevant Coursework:** Research Methods, Cognitive Psychology, Statistics, Data Interpretation, Experimental Design